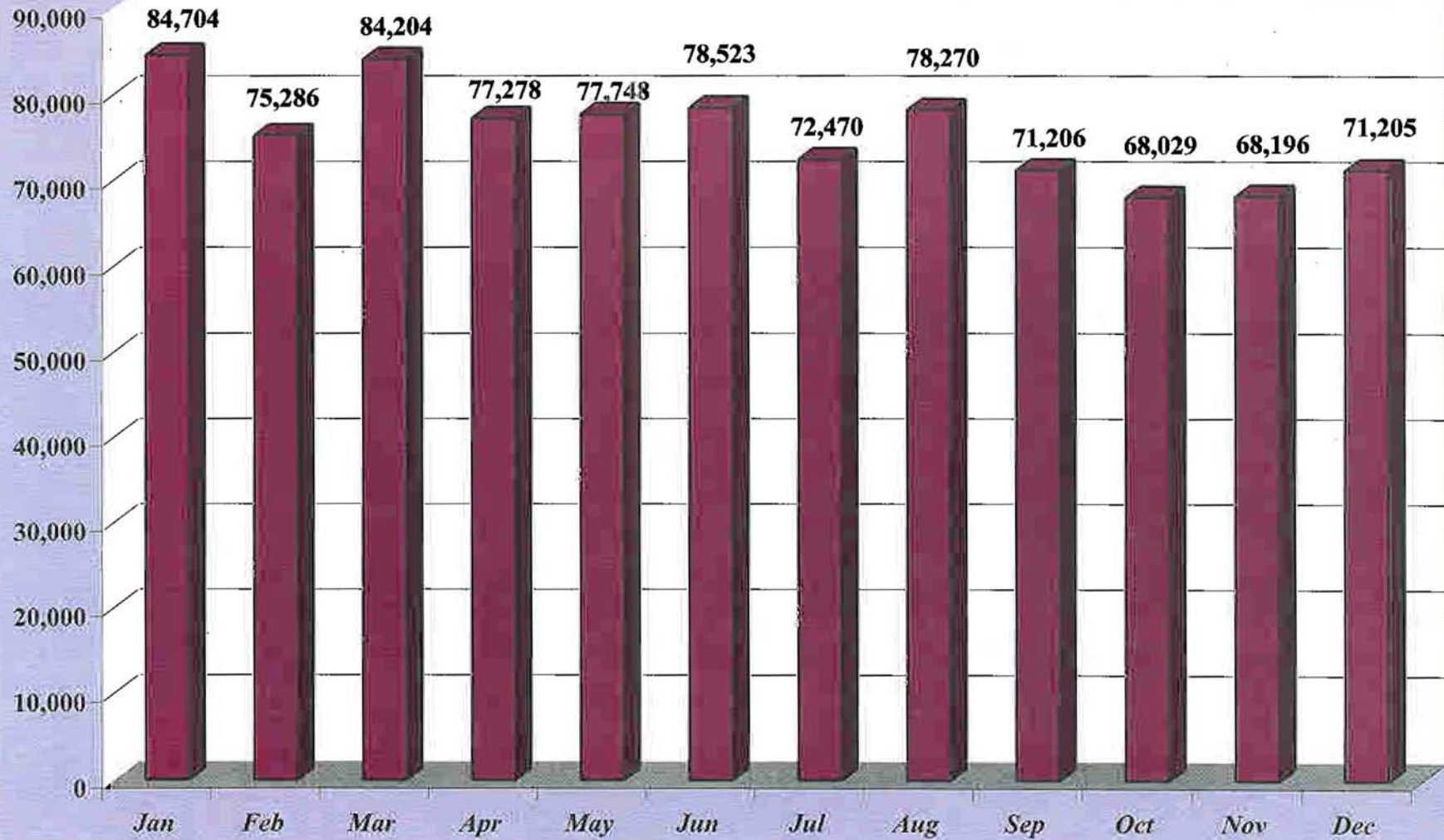
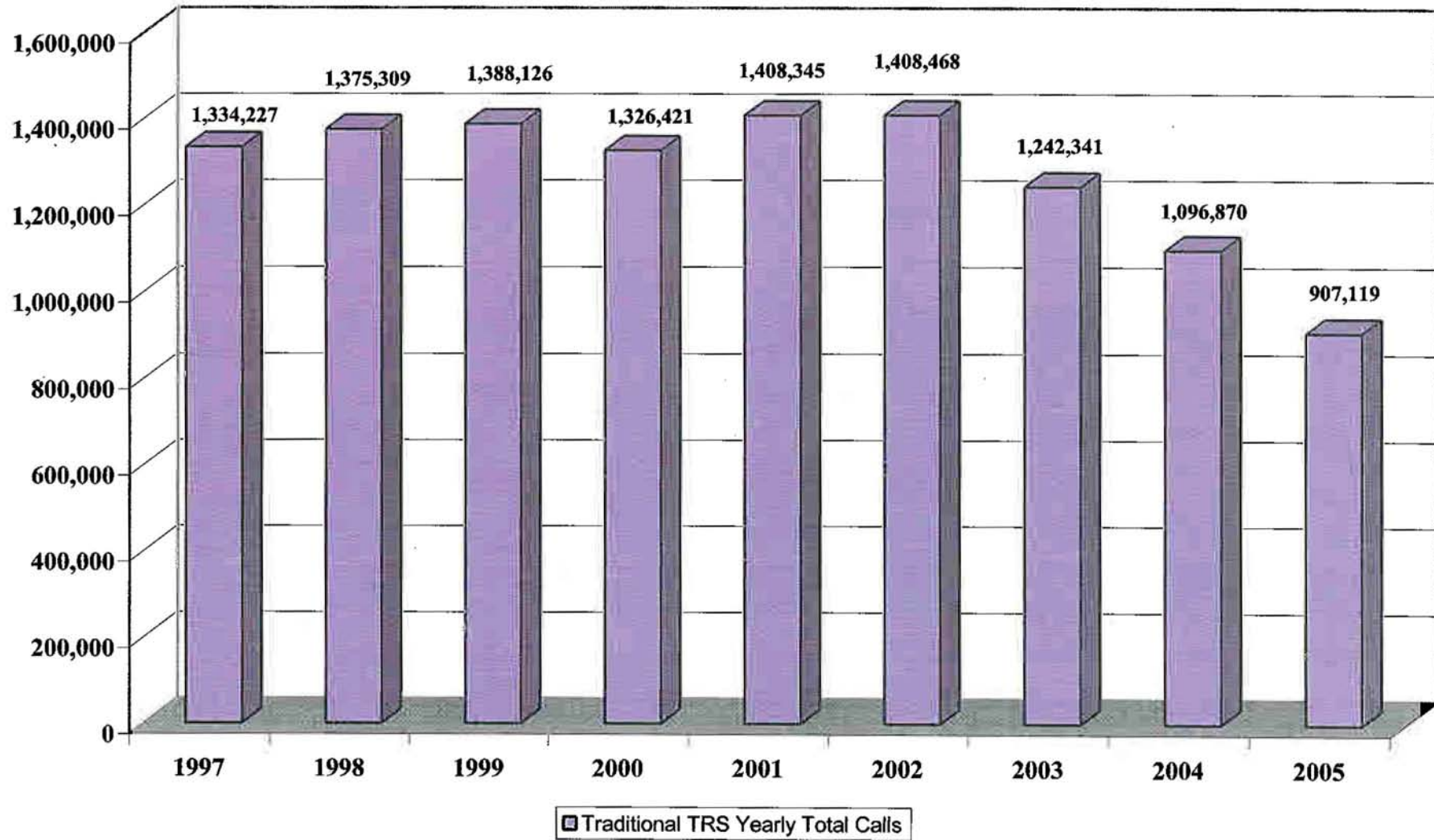


APPENDIX D

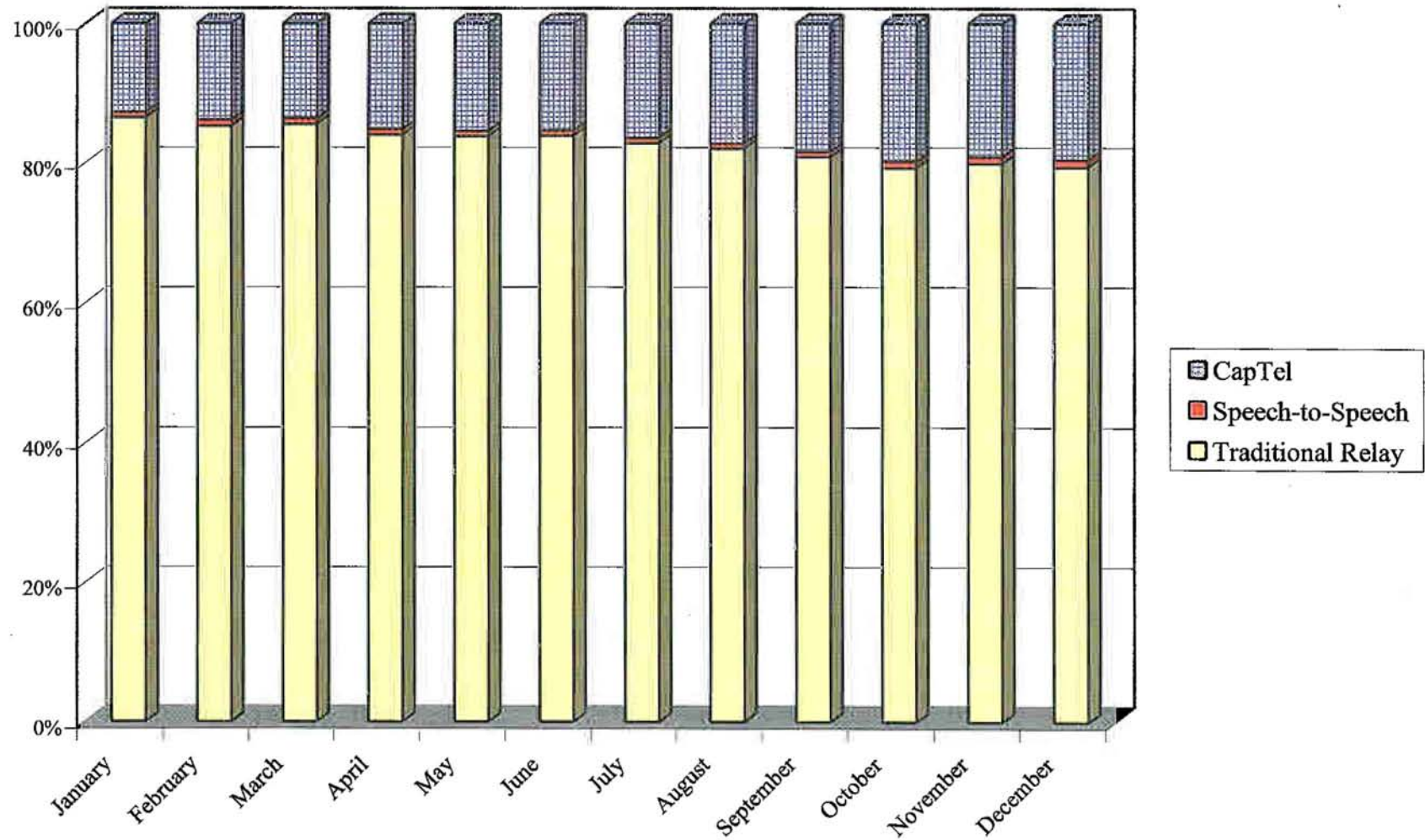
Minnesota Relay Traditional TRS Monthly Total Call Volume



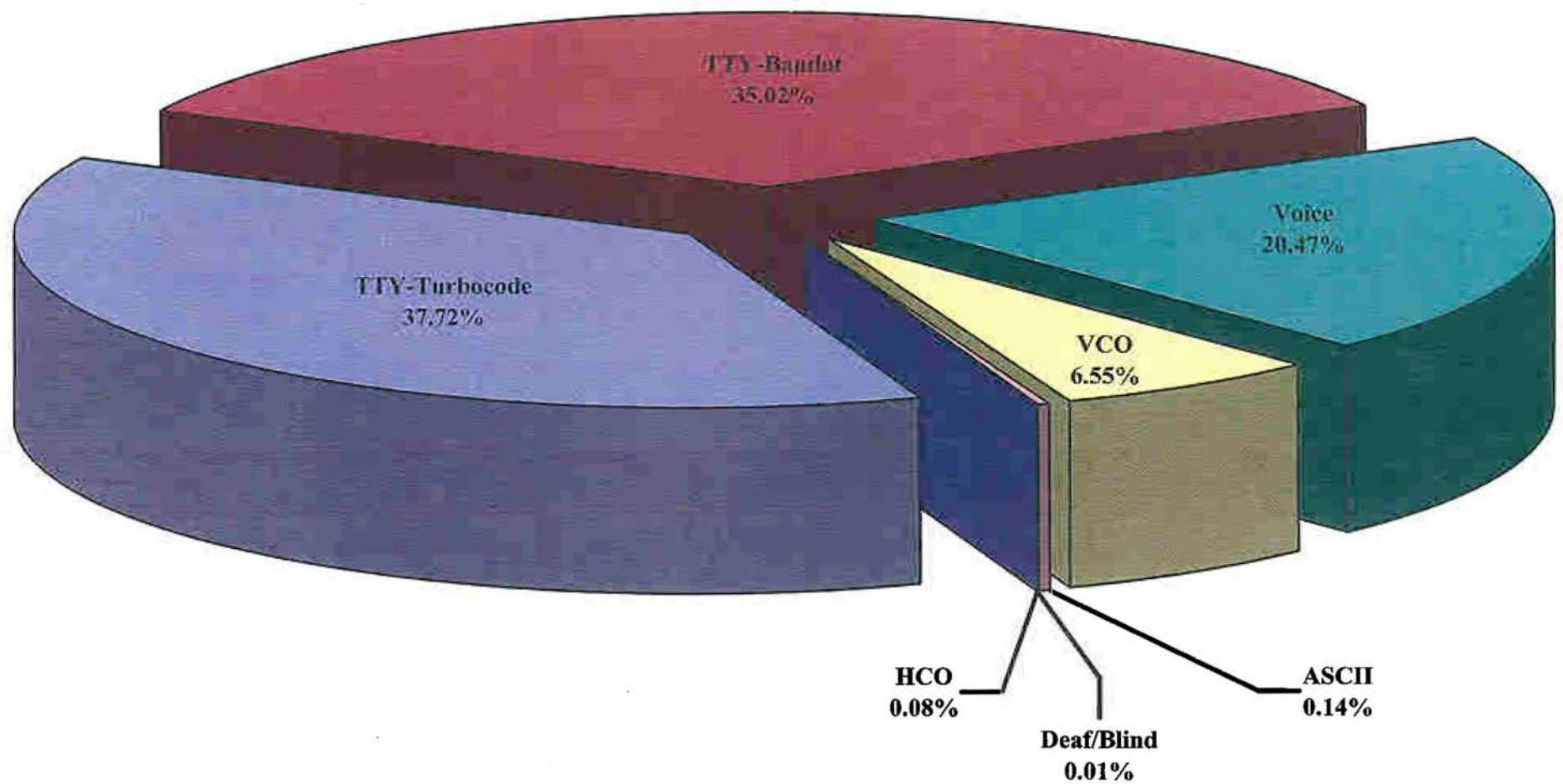
Minnesota Relay Traditional TRS Yearly Total Call Volume



Minnesota Relay Total Monthly Calls by Type

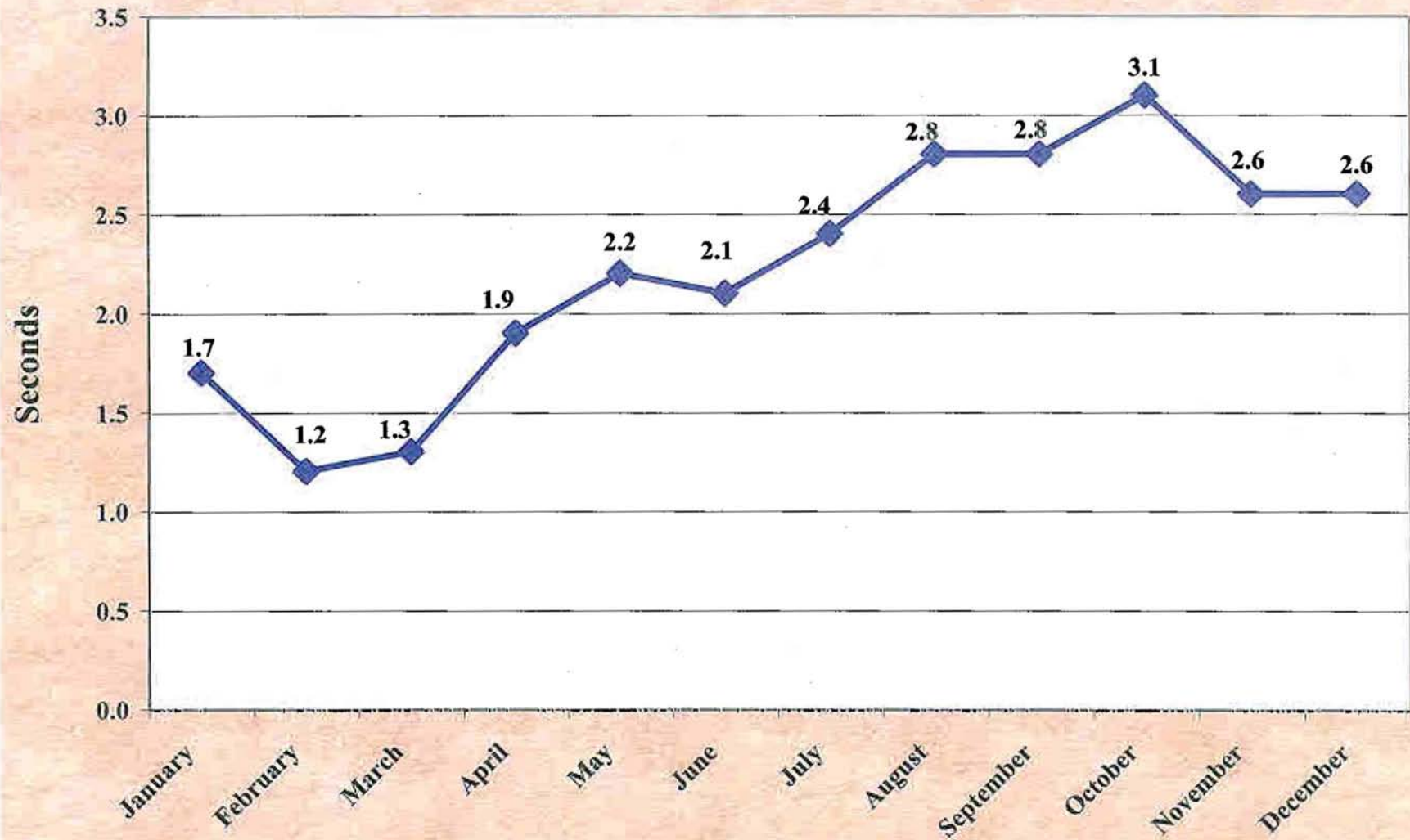


Minnesota Relay Calls by Calling Device

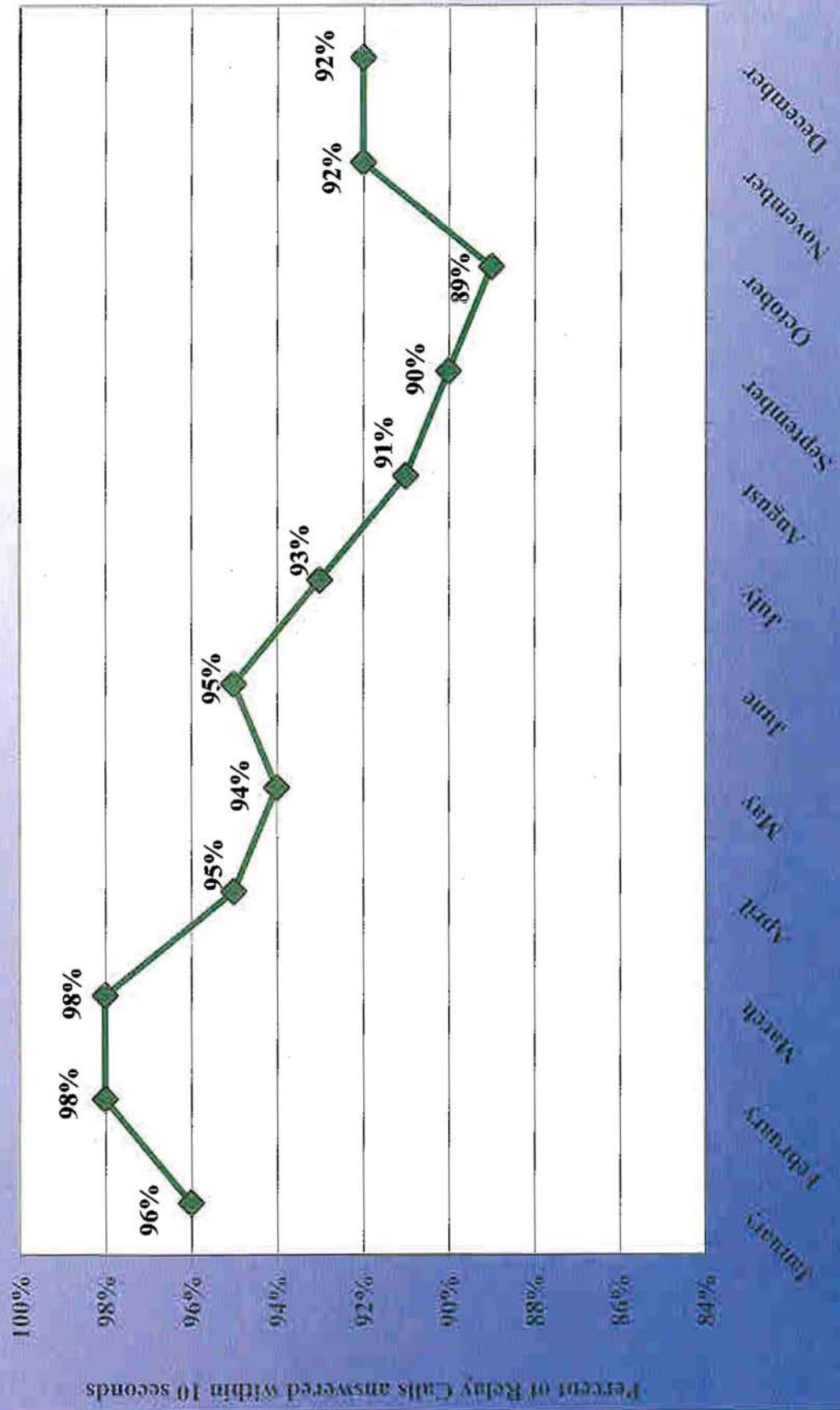


APPENDIX E

Minnesota Relay Weighted Speed of Answer (ASA)



Minnesota Relay Service Level (SVL)



APPENDIX F

Consumer Relations Office Monthly Outreach Summary
January 2005

Month/Date	Location	City	Participants	TRS	CapTel	STS	General
January 01	Minnehaha	St. Paul	30	X			
January 04	Real Life Cooperative of Brooklyn Park	Brooklyn Park	3		X		
January 04	Waterford Estates	Brooklyn Park	2		X		
January 04	The Waterford	Brooklyn Park	2		X		
January 06	College of St. Scholastica	St. Cloud	15				X
January 06	Maple Grove Senior Center	Maple Grove	45		X		
January 08	Mall of America	Minneapolis	18				X
January 10	Minnehaha	St. Paul	33	X			
January 11	In Home Visit	Blaine	2		X		
January 12	Showplace16	Inver Grove Heights	8	X			
January 12	Golden Valley Senior Center	Golden Valley	18		X		
January 13	Coon Rapids Senior Center	Coon Rapids	16		X		
January 15	Thompson Hall	St. Paul	18	X			
January 18	In Home Visit	Coon Rapids	2		X		
January 19	The Homestead at Coon Rapids	Coon Rapids	2		X		
January 20	In Home Visit	Coon Rapids	2		X		
January 20	MSAD	Faribault	22				X
January 20	M.E.C.	St. Paul	18				X
January 22	Thompson Hall	St. Paul	155				X
January 24	Blaine High School Special Education	Blaine	20			X	
January 24	Minnehaha	St. Paul	28	X			
January 25	3M	St. Paul	250		X		
January 25	Elder Care Rights Alliance	St. Paul	2		X		
January 25	Minnesota Senior Federation	St. Paul	2		X		
January 25	Metro Center For Independent Living	St. Paul	1		X		
January 25	Minneapolis Public Housing	Minneapolis	2		X		
January 25	Vision Loss Resources	Minneapolis	1		X		
January 25	Low Vision Store	St. Paul	2		X		
January 25	Common Sense Services	St. Paul	2		X		
January 25	Ezier Living, Inc.		2		X		
January 25	Dignity by Design Enterprise	Spring Lake Park	2		X		
January 25	N.E.S.T. & Lake Area Bus	St. Paul	1		X		
January 25	HIS Resources for ElderCare & Transportation	St. Paul	1		X		
January 25	Long & Reher, PA	Minneapolis	1		X		
January 25	Caring Companions	St. Paul	2		X		
January 25	Home Instead Senior Care	St. Paul	2		X		
January 25	HOMEWATCH Home Care	Minneapolis	2		X		
January 25	Visiting Angels	Minneapolis	2		X		
January 25	Catholic Charities	St. Paul	2		X		
January 25	Lutheran Social Services	St. Paul	2		X		
January 25	Elderberry Institute & Living at Home	St. Paul	2		X		
January 25	St Paul Park & Recreation-Senior Program	St. Paul	1		X		
January 25	Struther's Parkinson's Center	Minneapolis	1		X		
January 25	Alzheimer's Association	Minneapolis	1		X		
January 25	New Perspective	St. Paul	2		X		
January 25	Rakhma	Minneapolis	2		X		
January 25	Ebenezer	Minneapolis	2		X		
January 25	Living Made Easy	Minneapolis	2		X		
January 25	The Wellington	St. Paul	2		X		
January 25	Woodbury Senior Living	Woodbury	2		X		
January 25	Presbyterian Homes & Services	St. Paul	2		X		
January 25	Eldercare Database	Minneapolis	1		X		
January 25	3M Healthlink & Health Dialog	St. Paul	2		X		
January 25	Wilder Foundation	St. Paul	1		X		
January 25	Walker Methodist	Minneapolis	2		X		

January 25	Oak Meadows Senior Living	Oakdale	2		X		
January 25	HealthEast Senior Care	St. Paul	2		X		
January 25	North Memorial Home Health & Hospice	Minneapolis	2		X		
January 25	Hospice of the Twin Cities	Minneapolis	2		X		
January 25	Seniors Choice at Home	Minneapolis	2		X		
January 25	DARTS	St. Paul	1		X		
January 25	Eldercare Partners	St. Paul	2		X		
January 25	Senior Abilities Unlimited	Minneapolis	1		X		
January 25	Comprehensive Therapy, LLC	Minneapolis	1		X		
January 25	HealthEast Health Homes	St. Paul	2		X		
January 25	Senior Moves	St. Paul	1		X		
January 25	Meals on Wheels	Minneapolis	1		X		
January 25	Pathfinder Care Management	Minneapolis	2		X		
January 25	Circle of Life Aging Services	Minneapolis	2		X		
January 25	3M Retiree Benefits	St. Paul	1		X		
January 25	Broadway Village Senior Residence	New Hope	8		X		
January 26	St. Paul College	St. Paul	22				X
January 26	In Home Visit	Minnetonka	2		X		
January 29	Albany Hillcrest	Albany	18				X
January 31	Boy Scouts Troop/ St. Philip the Deacon Lutheran Church	Plymouth	18		X		
Total Presentations:							
Total Participants:							

Consumer Relations Office Monthly Outreach Summary
February 2005

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
February 01	In Home Visit	Roseville	2		X		
February 03	4 Presentations - Brainerd Middle School	Brainerd	75				X
February 05	Rascal's Facility	Albany	35				X
February 07	Arbor Lakes Commons	Maple Grove	22		X		
February 07	Minnehaha Lanes	St. Paul	20	X			
February 08	In Home Visit	St. Paul	2		X		
February 10	U of MN	St. Paul	26				X
February 11	Boca Chica Restaurant	St. Paul	12	X			
February 12	Tucci Benuuch	St. Paul	16		X		
February 15	In Home Visit	Minneapolis	3		X		
February 15	3 Presentations - U of MN	St. Paul	120				X
February 16	Crest View on 42nd	Minneapolis	10		X		
February 16	Royce Place	Minneapolis	8		X		
February 16	4 Presentations - U of MN	St. Paul	110				X
February 17	Edina Senior Center	Edina	35		X		
February 17	Como Elementary School	St. Paul	85				X
February 21	Minnehaha Lanes	St. Paul	12	X			
February 22	Rose Arbor of Chapelwood	Maple Grove	4		X		
February 22	Epiphany Assisted Living	Coon Rapids	3		X		
February 22	Redwood Terrace	Coon Rapids	5		X		
February 24	Duluth Entertainment and Convention Center	Duluth	150				X
February 26	Thompson Hall	St. Paul	35	X			
February 28	2 Presentations - Axis Health Care	St. Paul	11				X
Total Presentations:		32					
Total Participants:		801					

Consumer Relations Office Monthly Outreach Summary
March 2005

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
March 01	Osseo Senior Center	Osseo	45		X		
March 07	Minnehaha Lanes	St. Paul	20	X			
March 08	Legislative Day at the Capital	St. Paul	18	X			
March 08	Epiphany Pines	Coon Rapids	3		X		
March 08	Margaret Place	Coon Rapids	7		X		
March 09	ShowPlace 16	Inver Grove Heights	6	X			
March 09	In Home Visit	Maplewood	2		X		
March 10	Ramsey County Social Services	St. Paul	4		X		
March 10	3 Presentations - Woodbury Schools	Woodbury	10		X		
March 10	Northstar Academy	Maplewood	8	X			
March 10	Brooklyn Park Senior Center	Brooklyn Park	150		X		
March 11	Deaf Rest Club	Edina	7	X			
March 12	SHHH - Aloha Dinner	Prior Lake	24	X			
March 14	Qwest Advisory	Minneapolis	12	X			
March 16	Banfill Crossing	Fridley	2		X		
March 16	Norwood Square	Fridley	3		X		
March 16	Oak Crest	Spring Lake Park	2		X		
March 17	Champlin Shores	Champlin	3		X		
March 17	Chapelwood-Amberly Garden	Maple Grove	4		X		
March 19	Winterfest	Chisholm	18				X
March 21	Minnehaha Lanes	St. Paul	7	X			
March 24	Copperfield Hill	Robbinsdale	6		X		
March 24	The Heathers	Crystal	3		X		
March 25	In Home Visit	St. Paul	1		X		
March 29	In Home Visit	Golden Valley	1		X		
March 29	In Home Visit	Edina	2		X		
March 29	Calvary Center	Golden Valley	2		X		
March 31	Bassett Creek Commons	Plymouth	3		X		
March 31	Summerwood at Plymouth	Plymouth	3		X		
Total Presentations:		31					
Total Participants:		376					

Consumer Relations Office Monthly Outreach Summary
April 2005

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
April 04	Minnehaha Lanes	St. Paul	30	X			
April 05	Shingle Creek Commons	Minneapolis	3		X		
April 05	Walker At TreeTops	Minneapolis	2		X		
April 07	Exhibition: Monticello Elementary	Monticello	120				X
April 07	Minnesota State Academy for the Deaf	Faribault	24	X			
April 07	Eastside Neighborhood Senior Center	Minneapolis	23		X		
April 08	Deaf Restaurant Club	Minneapolis	6	X			
April 09	Exhibition: Fond du Lac Community College	Cloquet	175				X
April 09	Hard of Hearing/Aloha	Minneapolis	24		X		
April 11	Minnehaha Lanes	St. Paul	28	X			
April 12	Columbia Heights Senior Center	Minneapolis	32		X		
April 15-16	Exhibition: Deaf and Hard of Hearing Conference	Deerwood	135				X
April 14	Dayton Senior Center	Dayton	25		X		
April 18	Blaine Senior Center	Blaine	22		X		
April 20	Gateway Tower Senior Residence	Duluth	2		X		
April 20	Duluth Housing and Redevelopment Authority	Duluth	3		X		
April 20	Rainbow Senior Center	Duluth	5		X		
April 21	Arrowhead Area Agency on Aging	Duluth	6		X		
April 21	Lincoln Senior Center	Duluth	2		X		
April 21	St. Ann's Senior Residence	Duluth	4		X		
April 22	Metro Deaf School	St. Paul	90	X			
April 23	St. Cloud Deaf	Albany	28	X			
April 25-26	Exhibition: Charting the C's	Rochester	435				X
April 28	Lynblomsten Residents	St. Paul	24		X		
April 29	Mounds View High School	St. Paul	200				X
Total Presentations:	27						
Total Participants:	1448						

Consumer Relations Office Monthly Outreach Summary
May 2005

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
May 02	White Bear High School	White Bear Lake	28				X
May 02	Gulden 61	St. Paul	40	X			
May 03	Champlin Shores Senior Residence	Champlin	10		X		
May 03	St. Paul Technical College	St. Paul	18				X
May 04	Minnesota State Retirement	St. Paul	24				X
May 05	Dover Hill Senior Residence	Golden Valley	22		X		
May 07	Duluth Entertainment & Convention Center	Duluth	14				X
May 09	Choice, Unlimited	Duluth	31		X		
May 09	In Home Visit	Duluth	2		X		
May 12	Association of Information Referral Specialists	St. Paul	75		X		
May 12	Life Track Resources	St. Paul	3		X		
May 13	Deaf Club at Cossetta's Italian Market	St. Paul	8	X			
May 14	Cloquet Lanes	Cloquet	23				
May 16	St. Cloud Hospital	St. Cloud	11				X
May 17	Augustana Apartments	Minneapolis	2		X		
May 17	The Kenwood Senior Residence	Minneapolis	3		X		
May 19	Teacher's Park Avenue Senior Residence	Minneapolis	5		X		
May 19	Minnesota Employment Center	St. Cloud	13				X
May 20	Health & Wellness Program	St. Paul	38				X
May 21	Thompson Hall	St. Paul	22				X
May 24	The Heathers Senior Residence	Crystal	18		X		
May 24	In Home Visit	Crystal	2		X		
May 26	Plymouth Senior Center	Plymouth	14		X		
May 27	In Home Visit	Edina	2		X		
Total Presentations:		24					
Total Participants:		428					

Consumer Relations Office Monthly Outreach Summary
June 2005

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
June 07	Qwest Advisory Committee	Minneapolis	14	X			
June 08	One-on-One Minnesota Relay Office	St. Paul	1	X			
June 10	Exhibition: Emergency Conference	St. Paul	225				X
June 11	SHHH Aloha	Burnsville	26		X		
June 12	Minnesota Deaf Golf Association	Northfield	9	X			
June 24-25	Exhibition: Minnesota Association Deaf Citizen	Rochester	205				X
June 26	CSD Social	Roseville	155	X			
June 28	Metro Community Technical College	Minneapolis	23				X
June 02	In Home Visit	Bloomington	2		X		
June 07	Oakcrest Senior Residence	Spring Lake Park	22		X		
June 15	Eaglecrest - The Terrace	Roseville	2		X		
June 15	Summerhouse of Roseville	Roseville	3		X		
June 17	Rosepointe II	Roseville	2		X		
June 21	Eastside Neighborhood Senior Fair	Minneapolis	125		X		
June 22	In Home Visit	Spring Lake Park	1		X		
June 28	In Home Visit	Spring Lake Park	1		X		
June 30	The Colony at Eden Prairie	Eden Prairie	2		X		
June 30	Sterling Ponds	Eden Prairie	2		X		
June 30	Knollwood Place	St. Louis Park	3		X		
June 30	St. Therese Southwest - The Towers	Hopkins	3		X		
Total Participants:		826					
Total Presentations:		21					

Consumer Relations Office Monthly Outreach Summary
July 2005

Month/Date	Event	Location	Number of Participants	TRS	CapTel	STS	General
July 06	Marcus Cinema Oakdale	Oakdale	16				X
July 07	In Home Visit	Minneapolis	2		X		
July 09	St. Cloud Deaf at Riverside Park	St. Cloud	135				X
July 10	SHHH/Aloha-Millersburg Store	Northfield	25				X
July 10	Faribault Deaf	Faribault	35				X
July 11-13	Teletypewriter Directory Information (TDI) Conference	New Orleans	65				X
July 12	Columbia Park Audiology Department	Brooklyn Park	3		X		
July 12	Columbia Park Audiology Department	Andover	2		X		
July 12	Columbia Park Audiology Department	Fridley	2		X		
July 14	Allina Audiology Department	Coon Rapids	4		X		
July 14	MN Hearing Aid Professionals, Inc.	Coon Rapids	3		X		
July 14	Real Life Cooperative	Coon Rapids	1		X		
July 14	Deaf Senior Citizens-Heritage	Lakeville	8				X
July 19	Audiology Concepts, Inc.	Edina	2		X		
July 19	HEAR, USA	Edina	3		X		
July 19	MN Hearing Aid Professionals, Inc.	Edina	4		X		
July 21	Hearing Care Specialists, Inc.	St. Louis Park	4		X		
July 26	Americans with Disabilities Act Conference	Brooklyn Center	200				X
July 29	In Home Visit	Edina	1		X		
July 29	In Home Visit	Edina	2		X		
Total Presentations:		20					
Total Participants:		517					

Consumer Relations Office Monthly Outreach Summary
August 2005

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
August 04	Minnesota Deaf Golfer's Association	Red Wing	45				X
August 04	Associated Speech and Language Specialists	Maplewood	3		X		
August 04	Midwest Hearing Aid Systems, Inc.	Maplewood	9		X		
August 04	Associated Hearing of Maplewood	Maplewood	12		X		
August 09	Avada Hearing	Forest Lake	1		X		
August 09	East Central Audiology	Forest Lake	9		X		
August 09	Chisago County Senior Center	North Branch	3		X		
August 12	Avada Hearing	Cloquet	1		X		
August 12	Avada Hearing	Virginia	1		X		
August 12	Masterplan Hearing Center	Virginia	7		X		
August 15	Virginia Clinic Audiology	Virginia	2		X		
August 15	Virginia West Clinic Audiology	Virginia	4		X		
August 15	Laurentian Manor	Virginia	2		X		
August 16	Knollwood Place	St. Louis Park	35		X		
August 18	Park Nicollet Audiology	St. Louis Park	19		X		
August 23	St. Cloud Technical College - 2 Presentations	St. Cloud	48				X
August 25-30	Minnesota State Fair Booth	Falcon Heights	(total number reported in September)				X
Total Presentations: 22							
Total Participants: 201 (does not include State Fair numbers)							

Consumer Relations Office Monthly Outreach Summary
September 2005

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
September 01	Booth, MN State Fair	St. Paul					X
September 02	Booth, MN State Fair	St. Paul	17,500				X
September 06	West Hennepin Sr. Leadership Group, Waterford	Brooklyn Park	15		X		
September 08	Ridgedale Public Library	Minnetonka	8		X		
September 08	Metro DHHSD Advisory	St. Paul	8				X
September 10	SHHH/Alhoa	St. Paul	14				X
September 13	In Home Visit	White Bear Lake	2		X		
September 13	White Bear Lake Senior Center	White Bear Lake	3		X		
September 13	Deaf Senior Citizens	Montgomery	11				X
September 14	Qwest Advisory	Minneapolis	9				X
September 15	Moundsview Senior Programs	New Brighton	4		X		
September 15	Shoreview Community Senior Center	Shoreview	5		X		
September 15	Associated Speech and Language Specialists	Arden Hills	2		X		
September 15	Minnesota Employment Center	St. Paul	8				X
September 16	Faribault Deaf Club	Faribault	105				X
September 18	Deaf Global Connection	St. Paul	135				X
September 19	West Hennepin Senior Fair	Brooklyn Park	60		X		
September 20	Midtown Square	St. Cloud	85				X
September 22	North Branch Senior Center	North Branch	40		X		
September 25	D/HH Event - Purple Hawk	Cambridge	11				X
September 26	6 Presentations - University of Minnesota	Falcon Heights	180				X
September 27	In Home Visit	Maplewood	2		X		
September 27	Lakeview Commons of Maplewood	Maplewood	4		X		
September 27	5 Presentations - University of Minnesota	Falcon Heights	150				X
September 27	D/HH Event	St. Paul	40				X
September 28	In Home Visit	North Branch	1		X		
September 29	In Home Visit	Minneapolis	2		X		
September 29	Minneapolis Community Technical College	Minneapolis	28				X
September 29	University of Minnesota	Falcon Heights	29				X
September 29	Communication Service for the Deaf Open House	St. Paul	21				X
September 30	U of M St. Paul Student Center	St. Paul	215				X
Total Presentations:	40						
Total Participants:	18,697						

**Consumer Relations Office Monthly Outreach Summary
October 2005**

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
October 02	Minnesota State Academy for the Deaf	Faribault	18				X
October 05	Duluth Senior Expo (Sr. Reporter)	Duluth	1,700		X		
October 08	Self Help for Hard of Hearing	Golden Valley	12		X		
October 11	In Home Visit	Burnsville	2		X		
October 11	Real Life Cooperative, Burnsville	Burnsville	3		X		
October 11	Burnsville Senior Center	Burnsville	2		X		
October 13	Anoka Ramsey Community College	Coon Rapids	24				X
October 13	Angel Ridge	Elk River	2		X		
October 13	Evans Park	Elk River	1		X		
October 13	Guardian Oaks	Elk River	2		X		
October 13	Allina Medical Clinic Dept. of Audiology	Elk River	4		X		
October 13	Avada Audiology	Elk River	1		X		
October 18	St. Cloud Hearing Aid Center	St. Cloud	1		X		
October 18	In Home Visit	Princeton	6		X		
October 18	The Hearing Center	Princeton	2		X		
October 18	Elim Home	Princeton	6		X		
October 18	Caley House	Princeton	5		X		
October 18	Princeton Senior Apartments	Princeton	2		X		
October 18	Crystal Court Senior Apartments	Princeton	11		X		
October 19	Courage North	Golden Valley	2		X		
October 19	Moundsview High School	Arden Hills	3			X	
October 20	Minnesota Speech and Language Association	St. Louis Park	125				X
October 20	Oncall Clinicians	Minneapolis	2		X		
October 20	Medical Technologies	Burnsville	3		X		
October 21	Minnesota Registry of Interpreters for the Deaf	St. Paul	225				X
October 21	ASL Services	Corcoran	1		X		
October 26	Woodbury Senior Center	Woodbury	75		X		
October 28	Allina Medical Clinic Dept. of Audiology	Woodbury	4		X		
October 28	HEAR Minnesota	Woodbury	3		X		
October 28	Midwest ENT Specialties	Woodbury	3		X		
October 28	Midwest Hearing Aid Systems	Woodbury	4		X		
Total Presentations:	31						
Total Participants:	2,254						

Consumer Relations Office Monthly Outreach Summary
November 2005

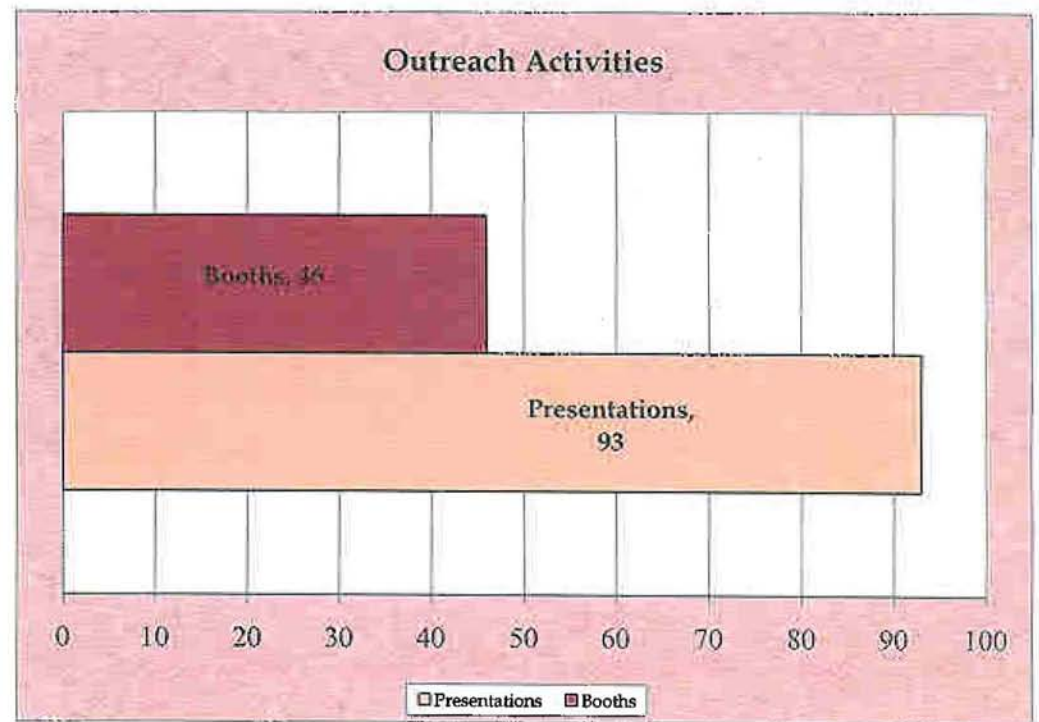
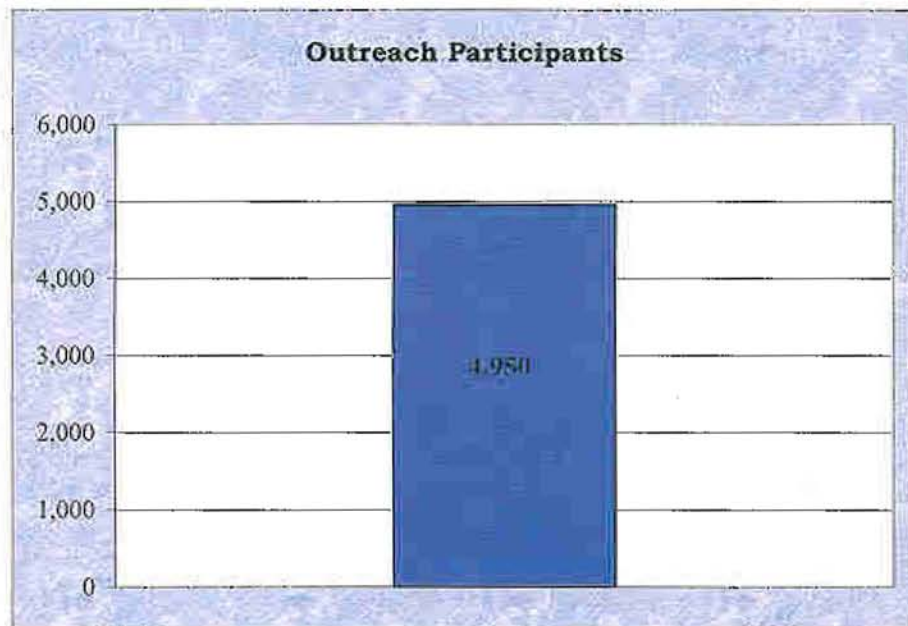
Month/Date	Location	City	Participants	TRS	CapTel	STS	General
November 01	Anoka Ramsey Community College	Coon Rapids	26				X
November 02	Hennepin County Library	Minnetonka	39	X			
November 07	In Home Visit	Farmington	2		X		
November 08	Summerhill of Apple Valley	Apple Valley	14		X		
November 08	Apple Valley Villa	Apple Valley	3		X		
November 08	Timbers at Apple Valley	Apple Valley	2		X		
November 08	Cortland Square	Apple Valley	2		X		
November 08	Orchard Square	Apple Valley	3		X		
November 09	2 Presentations at School District 742	St. Cloud	56				X
November 09	In Home Visit	Corcoran	4		X		
November 10	Qwest Communications	Minneapolis	11	X			
November 10	In Home Visit	Arden Hills	2		X		
November 11	3 Presentations at Apollo High School	St. Cloud	73				X
November 15	In Home Visit	Bloomington	1		X		
November 17	Richfield Senior Center	Richfield	30		X		
November 17	Lakeshore Drive	Richfield	4		X		
November 17	Gramercy Park	Richfield	6		X		
November 17	Mainstreet Village	Richfield	4		X		
November 17	Village Shores	Richfield	5		X		
November 18	Marriam Park Library	St. Paul	32	X			
November 19	State Academy for the Deaf	Faribault	35	X			
November 22	In Home Visit	St. Paul	2			X	
November 22	MN Hearing Aid Professionals, Inc.	St. Paul	3		X		
November 22	Midwest Hearing Aid Systems, Inc.	St. Paul	4		X		
November 22	Health Partners Como Audiology	St. Paul	6		X		
November 22	Associated Hearing Instruments of St. Paul, Inc.	St. Paul	5		X		
November 22	Aspen Bandana Audiology	St. Paul	3		X		
Total Presentations:	30						
Total Participants:	377						

Consumer Relations Office Monthly Outreach Summary
December 2005

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
December 01	Northern Pines Mental Health Center	Little Falls	8				X
December 01	The Timbers of Apple Valley	Apple Valley	20		X		
December 01	In Home Visit	Apple Valley	1		X		
December 01	In Home Visit	Apple Valley	1		X		
December 02	Mainstreet Village	Richfield	18		X		
December 02	Emerson Inn	Maplewood	11	X			
December 03	Gerald's Dinning & Banquet	Sauk Centre	34				X
December 05	Professor Samuel Myers	Minneapolis	9		X		
December 05	Government Service Center	Duluth	23	X			
December 06	In Home Visit	Fridley	3		X		
December 06	South Lakeville High School	Lakeville	45				X
December 08	In Home Visit	Maplewood	2		X		
December 08	Metro Square Annex Building	St. Paul	11		X		
December 09	In Home Visit	Bloomington	2		X		
December 09	Bread of Life Lutheran Church	Minneapolis	18	X			
December 10	Century Ridge	Burnsville	33	X			
December 12	North Lakeville High School	Lakeville	55				X
December 12	South Lakeville High School	Lakeville	49				X
December 13	In Home Visit	Buffalo	4		X		
December 13	Wright County Human Services	Buffalo	4		X		
December 13	Audiologists Hearing Center	Buffalo	6		X		
December 13	In Home Visit	Buffalo	2		X		
December 14	Mississippi Shores	Monticello	4		X		
December 14	St. Benedicts, The Village	Monticello	2		X		
December 14	Broadway Square	Monticello	1		X		
December 14	Cedar Crest	Monticello	3		X		
December 14	Monticello Clinic of Audiology	Monticello	5		X		
December 15	In Home Visit	Bloomington	1		X		
December 19	White Bear High School	White Bear Lake	36				X
December 22	In Home Visit	Hastings	3		X		
December 22	Allina Medical Clinic Audiology	Hastings	5		X		
December 22	The Heritage (Regina Senior Living)	Hastings	4		X		
December 22	Park Ridge Augustana	Hastings	12		X		
December 22	Mississippi Terrace	Hastings	4		X		
December 22	Oak Ridge Manor	Hastings	3		X		
December 22	Rivertown Court	Hastings	4		X		
December 29	In Home Visit	Deephaven	2		X		
Total Presentations:	37						
Total Participants:	448						

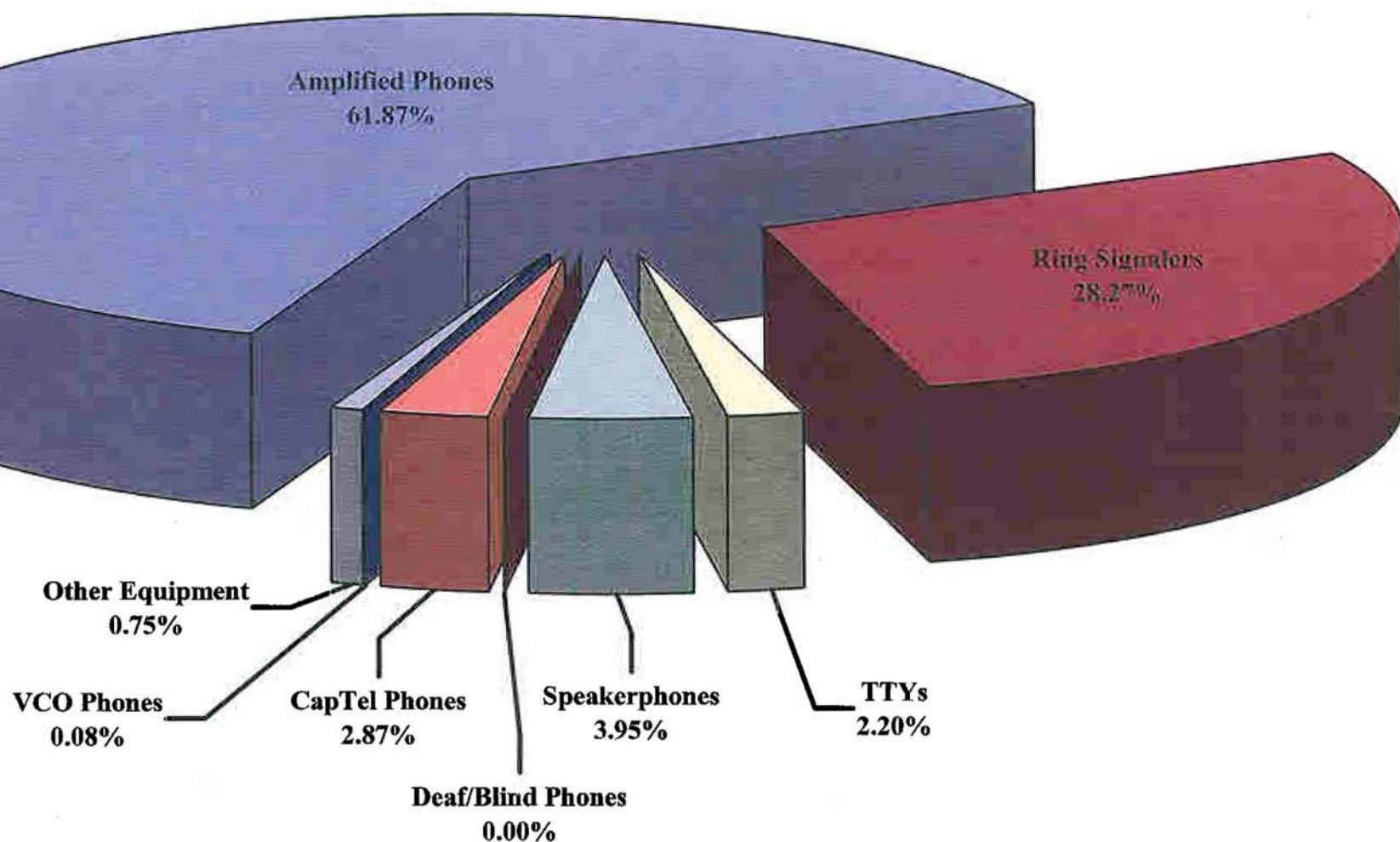
APPENDIX G

Telephone Equipment Distribution Program Outreach Activities in 2005



Telephone Equipment Distribution Program

Types of Equipment Distributed in 2005



MINNESOTA DEPARTMENT OF COMMERCE
TELECOMMUNICATIONS ACCESS MINNESOTA

MINNESOTA RELAY
AND
TELEPHONE EQUIPMENT DISTRIBUTION PROGRAM



2006 ANNUAL REPORT TO THE
MINNESOTA PUBLIC UTILITIES COMMISSION
DOCKET NO. P999/CI-07-1

JANUARY 31, 2007

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EXECUTIVE SUMMARY & PROGRAM HISTORY

In 1987, the Minnesota Legislature passed legislation creating the Telecommunications Access for Communication Impaired Persons (TACIP) Board for the purpose of enabling people who have difficulty hearing or speaking on the telephone to talk to standard voice telephone users. Two programs were established to accomplish this goal: the Minnesota Relay, which began service on March 1, 1989; and the Equipment Distribution Program (now re-named the Telephone Equipment Distribution Program), which began as a pilot program on October 1, 1988.

Minnesota Relay is a federally mandated service that allows an individual who is deaf, hard of hearing or speech disabled to communicate over the telephone in a manner that is functionally equivalent to the ability of an individual who does not have hearing loss or a speech disability.

Telecommunications Relay Services (TRS) must be in full compliance with the requirements and intent of Title IV of the Americans with Disabilities Act of 1990, 47 U.S.C. § 225, Federal Communications Commission (FCC) regulations at 47 C.F.R. §§ 64.601 through 64.605 and Minnesota Statute § 237.50 – 237.56.

The Telephone Equipment Distribution (TED) Program provides specialized telecommunications equipment for eligible persons who are deaf, deaf/blind, hard of hearing, speech disabled or physically disabled, which enables access the telecommunications network.

The state procedures and requirements regulating Minnesota Relay, the Telephone Equipment Distribution Program and the Telecommunications Access Minnesota fund fall under Minnesota Stat. §237.50-.56 and Minnesota Rules, Chapter 8775 (Appendix A).

There have been significant changes and improvements to the Minnesota Relay since its early years of operation. In 1995, the Minnesota Legislature eliminated the TACIP Board and transferred the responsibility for Minnesota Relay to the Department of Public Service [the Department of Public Service and the Department of Commerce (DOC) were merged on September 15, 1999]. The Department of Human Services, Deaf and Hard of Hearing Services Division (DHS-DHHS), through an interagency agreement with the Department of Commerce, operates the TED Program (Minnesota Stat. § 237.51, Subd. 1). The 1995 legislation also provided DHS with the option to establish an advisory board to solicit consumer input regarding Minnesota Relay and the TED Program.

In 1996, after careful consideration of the needs of relay users, the Department of Public Service-TACIP administration (DPS-TACIP) recognized that it was in the best interest of relay users, telephone ratepayers, and the legislature to relieve the state of the burden of owning TRS equipment. It was apparent that the Minnesota Relay facility and its equipment had become severely outdated and beyond the point of overhaul. DPS-TACIP was faced with two options; spend millions of dollars for the purchase of new equipment,

or contract with a qualified TRS vendor to provide continually upgraded equipment and software on a "lease" basis. It was decided that the best way to provide quality and cost effective relay services was to contract with a highly qualified TRS vendor.

On July 1, 1996, DPS-TACIP contracted with Communication Service for the Deaf (CSD) to provide the management and human resources components for the Minnesota Relay, and contracted with Sprint Communications Company, LP (Sprint) to provide the relay facilities, maintenance and access to Sprint's fiber optic telecommunications network. Initially, Minnesota Relay traffic was forwarded to relay centers operated jointly by CSD/Sprint. The Minnesota Relay center, located in Moorhead, began processing calls on December 16, 1996.

Under a separate subcontract, DPS-TACIP and CSD established a Minnesota Relay Consumer Relations Office (CRO) located in St. Paul, MN. CRO staff, consisting of both deaf and hearing outreach specialists, are available to provide presentations, demonstrations and training to any individual, group or organization in the state. The CRO is also responsible for taking and resolving consumer complaints, answering questions regarding relay services, and meeting with relay users to gather information on the quality of available services.

In April of 2000, DOC-TACIP, CSD and Sprint learned of plans by the City of Moorhead to demolish the Minnesota Relay center and other adjacent buildings located on a 23-acre tract to make way for a proposed \$50 million economic revitalization project.

Despite a long list of challenges, DOC-TACIP, Office of the Attorney General, Department of Administration, CSD, Sprint, City of Moorhead, and the project's developers worked diligently to arrive at a solution to relocate the relay center within the new development's proposed office complex. The project's developers agreed to demolish the relay center last and build the proposed office complex first, thus enabling the Minnesota Relay to make a seamless transition from their old location to the new office complex on February 20, 2002.

Obtaining brand new office space designed specifically for Minnesota Relay also allowed for a center expansion from 70 workstations to 105 workstations. This expansion created many more jobs, and allowed the Moorhead center to process relay calls originating from the other 32 states and jurisdictions in which Sprint and CSD are TRS providers. The Moorhead center currently employs 144 full & part-time communication assistants (CAs), and 12 administrative and management staff. *In 2006, the Moorhead center processed a total of 3,346,667 relay calls; 756,567 of those calls were for Minnesota consumers.*

Also, due to the expanded number of workstations and the professionalism and competence of Minnesota's CAs, the Moorhead center was given the responsibility of serving as the back-up center for the Federal Relay Service. The Moorhead center's services were first engaged by the Federal Relay on July 16, 2002, and the center continues to process Federal Relay calls each month.

Effective August 1, 2002, the name of the TACIP program was changed to Telecommunications Access Minnesota (TAM). DOC sought the name change at the request of consumers, who objected to the inclusion of the word "impaired" in the TACIP acronym.

In 2005, the Minnesota Legislature passed legislation that created two new state programs, Accessible News for the Blind and Rural Real-time Captioning, that are to be funded via the TAM surcharge assessed on each wired and wireless telephone access line in Minnesota.

The Accessible News for the Blind program provides accessible electronic information (news and other timely information) for people who are blind and disabled. This program is administered by the commissioner of the Department of Employment and Economic Development (DEED), and has a maximum annual budget of \$100,000.

The Rural Real-time Captioning program provides real-time, closed-captioning of certain local television news programs for people who are deaf, hard-of-hearing and deaf-blind. This program is administered by the commissioner of the Department of Human Services (DHS), and has a maximum annual budget of \$300,000.

On October 17, 2005, DOC-TAM issued a Request for Proposal for the provision of Telecommunications Relay Services (TRS) and associated outreach. The TRS contract was awarded to Communication Service for the Deaf, and is effective from July 1, 2006, through June 30, 2011, with the option to renew up to an additional 60 months.

In 2006, the Minnesota Legislature passed legislation that appropriates \$200,000 annually from the TAM fund to the Minnesota Commission Serving Deaf and Hard-of-Hearing People (MCDHH), to be used for operational expenses.

This annual report is submitted to the Minnesota Public Utilities Commission (PUC) in accordance with Minnesota Stat. §237.55, and provides information on the major activities of DOC-TAM during the year 2006. This report also comprises information on the operations of Minnesota Relay and the TED Program, as well as budgetary and statistical data.

TELECOMMUNICATIONS ACCESS MINNESOTA (TAM)

TAM Administration

Minnesota Relay and the TED Program are administered by the TAM program within the Department of Commerce (DOC). Minnesota Relay and associated outreach services are provided to the state under contract with Communication Service for the Deaf. The TED Program and Rural Real-time Captioning program are provided to the state under interagency agreements with the Department of Human Services. The Accessible News

for the Blind program is provided to the state under an interagency agreement with the Department of Employment and Economic Development. The TAM administrator manages all vendor contracts and interagency agreements to ensure the provision of these services.

TAM Funding

The Minnesota Relay, TED Program, administrative expenses of DOC-TAM, Accessible News for the Blind, Rural Real-time Captioning, and annual appropriation for the Minnesota Commission Serving Deaf and Hard-of-Hearing People are funded by a surcharge on all wired and wireless access lines in the state of Minnesota.

In April 2006, DOC-TAM filed its fiscal year 2007 Budget and Surcharge Recommendations with the PUC for approval. The PUC accepted DOC-TAM's recommendation to reduce the TAM surcharge from \$0.07 to \$0.03 effective July 1, 2006. The surcharge reduction will result in an under collection of revenue, and will significantly reduce the surplus in the TAM fund.

Based on projected program expenses, the \$0.03 surcharge will not be sustainable into fiscal year 2008 and an increase in the surcharge will be necessary.

Minnesota Stat. §237.49 states that "Each local telephone company shall collect from each subscriber an amount per telephone access line representing the total of the surcharges required under sections 237.52, 237.70, and 403.11. Amounts collected must be remitted to the commissioner of public safety in the manner prescribed in section 403.11. The commissioner of public safety shall divide the amounts received and deposit them in the appropriate accounts. The commissioner of public safety may recover from the agencies receiving the surcharges the personnel and administrative costs to collect and distribute the surcharge. A company or the billing agent for a company shall list the surcharges as one amount on a billing statement sent to a subscriber."

TAM surcharges collected from telephone access lines are deposited into a dedicated account. Minnesota Stat. §237.52, Subd. 1, states "A telecommunications access Minnesota fund is established as an account in the state treasury. Earnings, such as interest, dividends, and any other earnings arising from fund assets, must be credited to the fund."

Minnesota Stat. §237.52, Subd. 2, states "(a) The commissioner of commerce, the commissioner of employment and economic development, and the commissioner of human services shall annually recommend to the commission an adequate and appropriate surcharge and budget to implement sections 237.50 to 237.56, 248.062, and 256C.30, respectively. The maximum annual budget for section 248.062 must not exceed \$100,000 and for section 256C.30 must not exceed \$300,000. The Public Utilities Commission shall review the budgets for reasonableness and may modify the budget to the extent it is unreasonable. The commission shall annually determine the funding mechanism to be used within 60 days of receipt of the recommendation of the departments and shall order the

imposition of surcharges effective on the earliest practicable date. The commission shall establish a monthly charge no greater than 20 cents for each customer access line, including trunk equivalents as designated by the commission pursuant to section 403.11, subdivision 1.

(b) If the fund balance falls below a level capable of fully supporting all programs eligible under subdivision 5 and sections 248.062 and 256C.30, expenditures under sections 248.062 and 256C.30 shall be reduced on a pro rata basis and expenditures under sections 237.53 and 237.54 shall be fully funded. Expenditures under sections 248.062 and 256C.30 shall resume at fully-funded levels when the commissioner of commerce determines there is a sufficient fund balance to fully fund those expenditures.”

Minnesota’s Telecommunications Relay Services (TRS) program observes all jurisdictional separation of costs as required by the Federal Communications Commission’s 47 C.F.R. § 64.604(c)(5), Section 410 of the Communications Act of 1934, Minnesota Stat. § 237.10 and Minnesota Rules, Chapter 7810.6400. All Minnesota Relay intrastate and interstate minutes are reported separately and distinctly to the state and are included in monthly invoices from CSD.

Minnesota Relay local and *intrastate* minutes of service (including 49 percent of toll free and 900 minutes, and 89 percent of two-line CapTel minutes) are reimbursed through a fund established by the Minnesota Legislature. In accordance with Minnesota Stat. § 237.52, Subd. 3, “Every telephone company or communications carrier that provides service capable of originating a telecommunications relay call, including cellular communications and other nonwire access services, in this state shall collect the charges established by the commission under subdivision 2 and transfer amounts collected to the commissioner of public safety . . .” The surcharge is not currently collected from customers of packet based telecommunications service providers.

Minnesota Relay *interstate* and international minutes of service (including 51 percent of toll free and 900 minutes, and 11% of two-line CapTel minutes) are reimbursed by the Interstate TRS Fund administered by the National Exchange Carrier Association (NECA).

Costs for *interstate* and *intrastate* Video Relay Service (VRS), Internet Protocol (IP) Relay and Internet Protocol captioned telephone service (IP CTS) access and usage are recovered from the Interstate TRS Fund. Please note: VRS, IP Relay and IP CTS are not mandated by the FCC and are not currently provided on Minnesota’s TRS platform. However, VRS and IP Relay are fully accessible to Minnesota consumers (free of charge) through a number of providers who offer these services nationwide. IP CTS will be available on a trial basis to a select pool of testers, beginning in early 2007; DOC-TAM has not been notified as to whether or not any Minnesota CapTel users will be chosen to test IP CTS.

Population Served

TAM serves Minnesotans who have hearing, vision, speech or physical disabilities that make it difficult or impossible to use standard telecommunications services. TAM also

serves Minnesotans who wish to contact a person with hearing, speech, vision or physical disabilities.

Approximately 1 in 10 people have a hearing loss. That computes to an estimated 29.6 million Americans and half a million Minnesotans who are deaf or hard of hearing.

Recently, the Education & Auditory Research (EAR) Foundation and Clarity (a leading supplier of communications devices for people with hearing loss) conducted a study on Baby Boomer hearing loss. The study, published in October 2006, confirms the prevalence of hearing loss among Baby Boomers, and indicates that nearly half of the 76 million Baby Boomers in the U.S. are experiencing some degree of hearing loss - more widespread than previously estimated.

Years of exposure to increased environmental noises such as traffic, hair dryers, lawn mowers, power tools, and loud music from rock concerts, cranked-up stereos, and walkmans all contribute to the increase in hearing loss among middle-aged people. According to the study, 64 percent of Baby Boomers cite phone calls as one of the areas in their lives that is most impacted by hearing loss.

Other studies indicate that people are experiencing hearing loss much younger – around 40 years old – indicating a decline in age of around 20 years, and that hearing loss has increased 26 percent among people age 46 to 64, compared with their parents' generation.

Minnesota Relay and the TED Program help to insure that *all* Minnesotans have access to the telecommunications services and equipment that is central to the ability to communicate and participate in today's technology driven society.

TAM's Goal

TAM's goal is provide Telecommunications Relay Services that are in full compliance with the requirements and intent of Title IV of the Americans with Disabilities Act of 1990, 47 U.S.C. § 225, and Federal Communications Commission regulations at 47 C.F.R. § 64.601 - 64.605, and Minnesota regulations. TAM strives to continually improve the Minnesota Relay and TED Program to ensure the provision of functionally equivalent telecommunications access for Minnesotans with hearing, speech, vision and physical disabilities.

TAM recognizes the importance of looking to the future and is continually monitoring the trends and rapid advances in telecommunications technology. TAM takes a proactive roll in ensuring that Telecommunications Relay Services advance at the same rate, with the same level of quality, and provide the same features and options as the telecommunications services that are available to consumers without hearing, speech, vision or physical disabilities.

TAM is also committed to providing Minnesotans with education, training and support regarding TRS and specialized telecommunications equipment. Outreach is imperative to

disseminate information on the types of relay services and telecommunications equipment available, who can benefit from various types of relay services and equipment, how to place and receive a relay call, how to use various specialized telecommunications equipment, who qualifies for free telecommunications equipment, etc.

In addition, TAM is dedicated to assisting consumers in resolving complaints and concerns related to Minnesota Relay, and welcomes input from consumers on possible changes or additions to TRS & the types of specialized telecommunications equipment available.

Role of the Public Utilities Commission

In accordance with Minnesota Stat. §237.55, DOC-TAM must submit an annual report to the PUC by January 31 of each year. Each report must review the accessibility of the telecommunications network by persons who are deaf, hard of hearing, deaf/blind, and speech or physically disabled. In addition, the annual report includes a description of services provided by both the Minnesota Relay and TED Program, funds received and distributed annually for each component of the program, and plans for future operations.

In accordance with Minnesota Stat. §237.52, Subd. 2, DOC-TAM must also submit an annual budget and surcharge recommendation to the PUC for approval. The commission reviews the recommendation for reasonableness, may modify the budget to the extent it is determined unreasonable, and sets the annual TAM surcharge amount.

MINNESOTA RELAY PROGRESS

TRS and Associated Outreach Request for Proposal and Contract Award

On October 17, 2005, the Department of Administration (Admin), on behalf of DOC-TAM, released a Request for Proposal for the provision of statewide Telecommunications Relay Services and associated outreach services. The only proposal received in response to the RFP was from Communication Service for the Deaf (CSD). Receiving a single proposal may be due to Minnesota's statutory requirement that the TRS provider "shall operate the relay service within the state of Minnesota."

DOC-TAM evaluated CSD's proposal and on January 11, 2006, made a recommendation to Admin that the contract be awarded to CSD. Admin accepted DOC-TAM's recommendation and awarded the contract¹ to CSD on April 28, 2006. The contract term began on July 1, 2006, and continues through June 30, 2011, with an option to extend up to an additional 60 months. Significant changes occurring with the new contract include:

1. On March 23, 2005, DOC-TAM was granted approval by Admin (in accordance with Minn. Stat. § 16C.03, Subd. 17) to release an RFP that would result in a contract award for an original term of five years with the option to extend for an additional five years.

¹ Sprint is a subcontractor under this contract.

Approval of a five year contract term was sought because DOC-TAM believed it was necessary in order to allow prospective contractors to amortize the cost of constructing a relay center in Minnesota over the life of the contract. A shorter-term contract would have made it very difficult for a new bidder to compete against the incumbent contractor.

2. DOC-TAM determined it was in the best interest of the state to contract for Minnesota Relay services based on a price per *conversation* minute of service. The previous TRS contract was based on a price per *session* minute.

Conversation minutes consist of the time when the relay communication assistant is on the line with both the calling party and the called party (or an answering machine, voice mail, or voice menu at the called party's number) and is processing the relay call, until either the inbound or outbound caller disconnects the call.

Conversation minutes do not include time in queue (call is ringing, waiting for a live answer), set-up of the inbound call by the provider, set-up of the outbound call by the provider, call wrap-up, time spent explaining relay or relay procedures, or calls that reach numbers that are busy, receive no answer, receive intercept messages for the called number or are wrong numbers; these functions of the service are considered session minutes.

DOC-TAM felt that basing the reimbursement rate on conversation minutes would encourage the contractor to provide faster speed of answer for calls in queue, faster call set-up and wrap up, more accurate dialing of the outbound number, comprehensive outreach to reduce the number of misdialed calls to relay or calls requesting information on relay services, and overall better and faster service for relay users. As the Interstate TRS Fund reimburses providers based on conversation minutes, changing the state's reimbursement structure to be more in synch with the federal reimbursement structure allows DOC-TAM to more accurately compare TRS trend data and call volume statistics.

3. The costs for Minnesota Relay outreach services are included in the price-per-minute for basic relay services. Under the previous TRS contract, outreach services were reimbursed to the contractor on the basis of actual costs plus a thirteen (13) percent administrative fee.
4. The contract requires that 80 percent of traditional Minnesota Relay call volume be processed at the in-state center on a monthly basis (excludes Speech-to-Speech, Spanish and CapTel relay calls). Previously, the TRS contractors were not required to process a specified amount of Minnesota Relay traffic in-state.
5. The contractor is required to report monthly on instances of suspected fraudulent use or attempted fraudulent use of Minnesota Relay.

6. The contractor is required to report monthly on the number of completed Minnesota Relay calls placed to Public Safety Answering Points.
7. The contracted price per minute for basic relay services and associated outreach is \$1.72 per conversation minute. The price per minute for CapTel relay service is \$1.64 per conversation minute. The price per minute for *basic* relay services has increased due to the decline in minutes of use, and due to Minnesota's statutory requirement for an in-state relay center.

Notification to Telephone Service Providers

In 2006 TAM continued to take an aggressive approach to ensure that all telephone companies serving Minnesota consumers are in compliance with FCC 47 C.F.R. § 64.604(c)(3) regarding public access to information.

FCC 47 C.F.R. § 64.604(c)(3) states that "Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible."

On September 22, 2006, DOC-TAM sent a letter to Minnesota telephone service providers reminding them that they must provide information to their customers on the availability and use of all forms of TRS. New this year was a TRS – Public Access to Information Compliance form that telephone carriers were required to submit to demonstrate compliance. By requiring carriers to complete and submit a form as well as copies of the TRS material(s) distributed to their consumers, DOC-TAM attained a higher rate of compliance, and was able to identify which carriers were not distributing TRS materials or were distributing incorrect and/or incomplete information to consumers. A copy of the letter to telephone carriers and the compliance form is provided in Appendix B.

A total of 273 letters were sent out to Local Exchange Carriers, Small Local Exchange Carriers and Competitive Local Exchange Carriers. To date, TAM has received 138 submissions from telephone companies demonstrating their compliance with the FCC requirement. Submissions have ranged from creative and encompassing to horribly outdated, incomplete and incorrect. When TAM receives a copy of a telephone companies directory page, newsletter or bill insert and the item does not comply with the FCC requirement, TAM submits a letter to the telephone company notifying them of their non-compliance. TAM requests that the telephone company publish correct and compliant information, and that the telephone company submit a copy of this information to TAM

once it is distributed to their customers. To date, DOC-TAM has issued 64 such return letters.

TAM will continue to monitor compliance and advise telephone companies when they are not meeting the federal requirement. Examples of a telephone directory page, newsletter, and bill insert have been added to DOC's website so that telephone companies always have access to the most up-to-date information on Minnesota Relay services.

Return of Funds from Vendor for Incorrectly Invoiced Minutes of Service

On April 7, 2006, DOC-TAM received a letter from Sprint notifying the state that Sprint had been inadvertently billing its session minute state customers for interstate busy ring and no answer (BRNA) call minutes. Interstate BRNA call minutes are those resulting from interstate calls processed through the relay service but not answered at the terminating number. BRNA calls do not generate conversation minutes because the call was never answered.

As stated in the TAM Funding section of this annual report, Minnesota Relay interstate and international minutes of service are reimbursed by the Interstate TRS Fund administered by the National Exchange Carrier Association (NECA). Because NECA reimburses providers based on a rate per conversation minute of service, and because BRNA calls only generate session minutes of service, Sprint stated that they were of the understanding that they could bill states paying on a session minute of service basis for interstate BRNA minutes.

Upon investigation, Sprint determined that interstate BRNA minutes of service, while not billed directly to NECA, are reimbursed indirectly through NECA's reimbursement rate. Sprint determined that interstate BRNA minutes should not have been billed to the state, and Sprint ceased doing so effective with the October 2005 invoice.

Sprint's research indicated that they began invoicing the state for interstate BRNA minutes in June 1999. Due to changes in the Sprint accounting system over the years, actual data on interstate BRNA minutes invoiced to the state was only available going back to January 2002. Sprint developed a statistical formula to calculate interstate BRNA minutes invoiced from June 1999 to December 2001.

Sprint notified DOC-TAM that the state would receive a reimbursement of \$77,572.33 based on total number of interstate BRNA minutes from June 1999 to September 2005, at a rate of \$0.56 per minute. However, because Minnesota had two separate contracts for TRS – one with Sprint for facilities and maintenance at a rate of \$0.56 per session minute, and a second with CSD for management and human resources at a rate of \$0.56 per session minute – the state's reimbursement should be at a rate of \$1.12 per session minute for the incorrectly invoiced interstate BRNA minutes. On April 19, 2006, the TAM administrator notified Sprint that, as the state had paid \$1.12 for the incorrectly invoiced interstate BRNA minutes, we would require a reimbursement of \$155,144.66.

On May 30, 2006, DOC-TAM received a reimbursement check from Sprint in the amount of \$155,144.66.

Emergency Preparedness

In accordance with the *Governor's Executive Order Assigning Emergency Responsibilities to State Agencies*, DOC-TAM is assigned the following responsibilities when the State Emergency Operations Center (SEOC) is activated:

- Provide the SEOC with text telephones (TTYs) and other assistive telecommunication devices when the SEOC and Information Hotline are activated.
- Provide payment to DHS for all contracted (non-DHS staff) American Sign Language interpreters hired to interpret at the SEOC when the SEOC and Information Hotline are activated.

As per the *Governor's Executive Order Assigning Emergency Responsibilities to State Agencies*, agencies that have been assigned emergency responsibilities are required to develop and maintain the plans/procedures/guidelines necessary to carry out those responsibilities.

In 2006, TAM completed an operating procedure manual detailing the above responsibilities and the steps necessary to fulfill those responsibilities in accordance with state law; the manual is pending department approval.

TRS Platform Enhancements in 2006

There were no significant platform enhancements in 2006.

Future Minnesota Relay Operations

Video Relay Service, Internet Protocol Relay and Internet Protocol Captioned Telephone Service

In a March 2000 Order, the FCC concluded that Video Relay Service (VRS) was a form of TRS, and although the provision of VRS is not required, the FCC permitted VRS *intrastate* and *interstate* minutes of use to be reimbursed from the Interstate TRS Fund.² The FCC explained that the special funding arrangement was temporary and intended to speed the development of VRS.

Similarly, in an April 2002 Order, the FCC determined that Internet Protocol (IP) Relay falls within the statutory definition of TRS, and because there is currently no automatic means for determining whether a call made via IP Relay is *intrastate* or *interstate*, the FCC

² Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CC Docket No. 98-67, *Report and Order and Further Notice of Proposed Rulemaking*, 15 FCC Rcd 5140 (2000), released March 6, 2000.

authorized, on an interim basis, recovery of all costs of providing IP Relay from the Interstate TRS Fund.³

On December 20, 2006, the FCC adopted a Declaratory Ruling finding that Internet Protocol captioned telephone service (IP CTS) is a type of TRS eligible for compensation from the Interstate TRS Fund.⁴

VRS, IP Relay and IP CTS are not currently mandated by the FCC as required forms of TRS, and all costs for the provisions of these services are reimbursed to providers through the Interstate TRS Fund⁵. Although the FCC has not yet determined future cost recovery methodologies for these three services, it would appear that state TRS programs will be responsible for the *intrastate* minutes of use in the future, which would greatly impact the TAM fund and surcharge amount.

Based on Terminating Call/Minute Summary reports composed by NECA, in the 12 month period from November 2005 – October 2006, Minnesota's total call volumes for IP Relay and VRS were as follows:

- IP Relay conversation minutes totaled 1,106,113. The IP Relay rate per minute is currently \$1.293.
- VRS conversation minutes totaled 461,633. The VRS rate per minute is currently \$6.644.

There are no call statistics for IP CTS at this time.

Outreach

In 2006 TAM had intended to launch an aggressive outreach campaign designed to reduce or eliminate the hang-ups that relay users often experience when placing a call to a business. Development of a business outreach campaign has not yet come to fruition. TAM is committed to accomplishing this outreach objective in 2007. The business outreach campaign will include educating businesses on Minnesota Relay services, training businesses and their employees on how to place and receive calls via Minnesota Relay, and providing businesses with the knowledge, awareness and confidence to connect with consumers who are hearing or speech disabled and use Minnesota Relay to place and receive telephone calls. TAM believes the business outreach campaign to be a win-win

³ Improved Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, Petition for Clarification of WorldCom, Inc., CC Docket No. 98-67, *Declaratory Ruling and Second Further Notice of Proposed Rulemaking*, 17 FCC Rcd 7779 (2002) (*IP Declaratory Ruling & Second FNPRM*), released April 22, 2002.

⁴ Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, GC Docket No. 03-123, *Declaratory Ruling*, released January 11, 2007.

⁵ The interstate TRS Fund is funded by contributions from all common carriers providing interstate telecommunications services, and is administered by the TRS fund administrator, currently the National Exchange Carrier Association, Inc. (NECA).

situation, as relay users will enjoy access to more businesses, while businesses will create opportunities to gain new customers.

Renewal of Minnesota's TRS Program Certification

State TRS programs are required to be certified by the FCC in accordance with 47 C.F.R. § 64.605. Minnesota's current TRS State Certification expires on July 26, 2008. 47 C.F.R. § 64.605(c) states that "State certification shall remain in effect for five years. One year prior to expiration of certification, a state may apply for renewal of its certification by filing documentation as prescribed by paragraphs (a) and (b) of this section."

Pursuant to 47 C.F.R. § 64.605(b), a state desiring certification of its TRS program must establish that:

- (1) The state program meets or exceeds all operational, technical, and functional minimum standards contained in 47 C.F.R. § 64.604;
- (2) The state program makes available adequate procedures and remedies for enforcing the requirements of the state program, including that it makes available to TRS users informational materials on state and FCC complaint procedures sufficient for users to know the proper procedures for filing complaints; and
- (3) Where a state program exceeds the mandatory minimum standards contained in §64.604, the state establishes that its program in no way conflicts with federal law.

Pursuant to 47 C.F.R. § 64.605(a), documentation must be submitted through the state's office of the governor or other delegated executive office empowered to provide TRS. All documentation in support of the application must be submitted in narrative form, and must clearly describe Minnesota's program for implementing intrastate TRS, and the procedures and remedies for enforcing any requirements imposed by Minnesota's TRS program. To the maximum extent possible, Minnesota must provide historical, statistical, and illustrative evidence demonstrating compliance with the FCC's TRS rules.

Anticipated TRS Platform Enhancements in 2007

Minnesota's TRS platform will be upgraded from the Rockwell Galaxy ISS 3000 switching system to an Avaya switching infrastructure in 2007 - 2008. The new platform changes the operations system of the CAs from DOS based to a Windows based system, and is focused around enhancing the CAs ease of use while working with relay users.

MINNESOTA RELAY SERVICES PROVIDED

Minnesota Relay is a free service that provides full telephone accessibility to persons who are deaf, deaf/blind, hard of hearing, or speech disabled. A specially trained communication assistant (CA) relays the telephone conversation between a person who has a hearing or speech disability and a hearing person. Relay users may place local, intrastate,

interstate, and international calls. Minnesota Relay also processes calls to directory assistance, toll-free and pay-per-call numbers. There are no restrictions on the duration or number of calls placed by a relay user, all calls are strictly confidential, and no records of any conversations are maintained.

Minnesota Relay Features

- **7-1-1** – A nationwide abbreviated dialing code for accessing all types of relay services.
- **900 Service** – allows Minnesota Relay users to access 900 number pay-per-call services.
- **800/877/888 Numbers** – Minnesota Relay users are able to reach regionally restricted 800, 877, and 888 numbers and business offices of local telephone companies that have special prefixes, all of which would normally be accessible to consumers in their calling area.
- **Answering Machine Retrieval** – TTY users can request a CA to retrieve messages from the user's voice answering machine or voice mail.
- **ASCII Split Screen** – allows high-speed ASCII computer users and CAs to type and communicate more clearly and quickly. Similar to voice-to-voice conversation, ASCII Split Screen provides interrupt capability, when appropriate, for the ASCII user and the voice party.
- **Call Release** – allows the CA to sign-off or be "released" from the telephone line after the CA has set up a telephone call between the originating TTY caller and a called TTY party, such as when a TTY user must go through a TRS facility to contact another TTY user because the called TTY party can only be reached through a voice-only interface, such as a switchboard.
- **Caller ID** – Calls placed through Minnesota Relay will provide the originating calling party number (ANI), or caller ID information, through the local exchange carrier for all local and most long distance calls.
- **CapTel (Captioned Telephone Voice Carry Over Service)** – allows individuals with hearing loss to receive word-for-word captions of what the other person on the call is saying, while also allowing them to use their residual hearing to listen to their phone conversations. The captions, which are generated through a captioning service that uses the latest in voice recognition technology, appear on the text display of the CapTel user's specialized captioned telephone.
- **2-Line CapTel** – Like standard CapTel relay, 2-line CapTel provides live captions of everything the other party says during a phone conversation. With 2-line CapTel, the conversation is carried on one telephone line and the captions are provided on a second line. This gives 2-line CapTel relay users the ability to caption any phone call –

incoming or outgoing – at any point in the conversation. Two-line CapTel also supports enhancements that the user has purchased from their telephone service, including call-waiting.

- **Internet Protocol Captioned Telephone Service (IP CTS)** – An IP captioned telephone call can be set up similar to a two-line captioned telephone call, except that the line from the user to the relay provider would be via the Internet, not a second Public Switched Telephone Network (PSTN) line. The consumer would make a voice to voice call to the other party on a standard telephone and the PSTN; at the same time, the voice of the called party is directed from the consumer's telephone to a personal computer (or similar device) that routes it to the relay provider via the Internet. The relay provider, in turn, sends back to the consumer the text of what was spoken. As a result, the consumer can both hear (to the extent possible) what the called party is saying over the standard voice telephone headset, and read the text of what the called party said on the computer or similar device.

IP CTS benefits consumers by giving them the flexibility of using a computer, PDA, or wireless device to make such a call, without having to purchase special telephone equipment. In addition, captions provided on a computer screen can accommodate a much wider group of individuals, including persons with low vision, because they can take advantage of the large text, variable fonts, and variable colors that are available.

- **Carrier of Choice (COC)** – allows relay users to choose their preferred carrier for intrastate, interstate, and international calls. This requires the user's COC to enter into a billing and collection agreement with Sprint.
- **Cellular/PCS Phone Access** – allows cellular customers to reach the Minnesota Relay's toll-free number(s) to complete relay calls.
- **Customer Preference Database** – offers relay users numerous ways to automatically expedite the initiation of custom calls. These pre-selected customer calling features include, but are not limited to: communication modes (TTY, Voice, ASCII), carrier of choice, preferred billing method, frequently dialed numbers, and customer notes for call processing.
- **Directory Assistance** – A CA will relay directory assistance (DA) calls between a relay user and the Local Exchange Carrier (LEC) DA operator. Once the caller makes a request for directory assistance, the CA will contact a LEC DA operator. After obtaining the requested phone number, the caller may choose to place the call through the relay or dial it directly, i.e., TTY to TTY. (Note: DA is often subject to charges by the caller's local telephone service provider.)
- **Deaf-Blind Transmission Speed** – A modification of the default transmission speed for Telebraille users. Instead of the default setting at 45 words-per-minute, the transmission speed has been reduced to 15 words-per-minute, with system capability to increase or decrease transmission speed by 5 words-per-minute increments.

- **Emergency Assistance** – Although relay users are discouraged from placing 9-1-1 calls through the relay, calls are placed at the caller's request. Through the provider's E911 database, CAs use a "hot button" to automatically place a call to the most appropriate Public Safety Answering Point.
- **Enhanced Turbo Code (E-Turbo™)** – allows TTY users to automatically submit dialing and call set-up instructions when they dial into Minnesota Relay. This significantly reduces the amount of time necessary for the CA to set-up and process the outbound call. The result is that the TTY user is connected to their desired party at a speed that is functionally equivalent to that of a non-relay call.
- **Error Correction** – This feature automatically corrects many typographical errors and spells out non-TTY abbreviations that may be used by the CA in voice-to-text transliteration.
- **Flexible Billing** – allows Minnesota Relay users to complete long distance calls using pre-paid calling cards, carrier calling cards, third party billing or by placing collect calls.
- **Gender ID** – This feature automatically matches relay user's gender with the gender of a CA. For example, the user has the option of allowing Minnesota Relay to use the caller's Customer Preference Database information to automatically match the CA's gender to their own.
- **Hearing Carry Over (HCO)** – allows a hearing person who has very limited or no speech capability to make a phone call. The HCO user types his/her conversation for the CA to read to the hearing person, and listens directly to the hearing person's response. HCO to HCO, HCO to TTY, HCO to STS and HCO to VCO are also available.
- **2-Line Hearing Carry Over (2-Line HCO)** – allows a hearing person with speech difficulties to make and receive telephone calls with real-time interaction (not having to wait for the "GA" to respond). The HCO user uses one telephone line to listen to the other party's conversation, and uses the 2nd line to type his/her conversation for the CA to read to the hearing person. With 2-Line HCO, the relay user does not have to constantly move the telephone receiver from their ear to the TTY machine in order to hear the conversation and type their response. This makes for a smoother and more natural flow to the telephone conversation.
- **Intelligent Call Router** – Technology that automatically and seamlessly routes relay calls to the first available CA in the network.
- **International Calls** – allows the relay user to place and receive calls to and from anywhere in the world (using English or Spanish languages only).

- **Last Number Redial** – allows relay users to call the last person dialed through the relay without having to provide the last telephone number dialed to the CA.
- **Recording Machine Capabilities** – allows the CA to record and play back audio-text interaction messages to reduce numerous callbacks to convey entire messages to calling parties.
- **Spanish Relay** – allows a Spanish speaking person to use Minnesota Relay. The CA relays calls between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person.
- **Speech-to-Speech** – allows a person with a speech disability to voice their conversation with assistance, or have their conversation voiced entirely for them. A CA revoices the words of the person with a speech disability or revoices the user's speech synthesizer output to the called party.
- **Telecommunications Service Priority (TSP)** – On October 31, 2005, Sprint successfully activated all 14 of their call centers (including the Moorhead center) under the TSP program. If a national or regional emergency causes service to be disrupted and the Moorhead relay center cannot receive or place calls, Sprint's participation in the TSP program means that Local Exchange Carriers will be required to restore service as rapidly as possible consistent with the priority status assigned to the Moorhead relay center.
- **Three-way Calling Feature** – allows more than two parties to be on the telephone line at the same time with the CA.
- **Transfer Gate Capabilities** – The relay's ability to transfer relay callers to other forms of relay services (i.e. Spanish, CapTel, Speech-to-Speech) or to customer service or a relay center manager.
- **TTY Operator Services** – is available to complete a TTY to TTY call, obtain directory assistance information, or receive credit for erroneous billing.
- **Turbo Code Capability** – allows users to send information at the same speed it is typed, resulting in a more natural conversational flow and the ability to interrupt one another.
- **Variable Time Stamp Macro** – This macro enables the relay caller to know when their called party has disconnected from the call.
- **Voice Carry Over (VCO)** – enables people who have difficulty hearing on the phone to voice their conversations directly to the hearing person. The CA then types the hearing person's response to the VCO user. VCO to VCO, VCO to HCO, VCO to TTY and VCO to STS are also available.

- **VCO Gated Calling** – Minnesota Relay has dedicated VCO and 2-Line VCO phone numbers, which provide significant improvements in service by directing VCO users to specifically trained VCO and 2-Line VCO CAs. This gating technology has improved service for VCO users.
- **Two-Line VCO** – allows VCO users to communicate using a VCO phone or personal computer with ASCII capability and a second line with conference calling capabilities. Two-line VCO allows relay users to use one telephone line for voicing and the other for receiving TTY messages.
- **VCO-With-Privacy-and-No-GA** – allows VCO users to use the standard VCO feature without needing to say “Go ahead”, or “GA”. Additionally, the CA does not listen to the VCO user’s spoken words. Ordinarily, VCO users need to say “GA” so that the CA knows that it is the other party’s turn to speak. With this feature the caller and the called parties do not say “GA.” The responsibility for taking turns when speaking rests entirely upon the calling and called parties because the CA does not hear what the VCO user says.
- **Voice Call Progression** – allows voice or HCO callers to listen during call set-up (i.e., ringing or busy).

Call Volumes

In 2006, Minnesota Relay averaged 82,160 calls per month: 62,286 traditional relay calls, 761 Speech-to-Speech calls and 19,113 CapTel calls. The following Minnesota Relay call volume charts can be found in Appendix C:

- 2001 – 2006 Total Call Volume (for traditional TRS, STS & CapTel)
- 2006 Conversation Minutes by Type
- 2006 Traditional TRS Conversation Minutes
- 2006 Speech-to-Speech Conversation Minutes
- 2004-2006 CapTel Conversation Minutes
- 1997 – 2006 Yearly Traditional TRS Call Volumes
- 2006 Calls by Calling Device

Minnesota Relay’s traditional TRS call volume has been decreasing for the past four years. This decrease can primarily be attributed to the introduction of IP Relay and VRS in 2002, the introduction of CapTel in 2003, and the increasing reliance on e-mail and text messaging as communication resources

ACCESSIBILITY OF TELECOMMUNICATIONS NETWORK

Minnesota Relay Facilities

The relay service facility uses the Rockwell Galaxy ISS 3000 switching system. The switch is an all-digital system that provides caller accessibility in excess of 99.99 percent. All major systems and components are redundant, which minimizes the dropping of calls originating or terminating in Minnesota.

The Minnesota Relay center utilizes both Uninterruptible Power Source (UPS) and backup power generators to ensure that the relay has uninterrupted power, even in the event of a power outage. UPS is used only long enough for the backup power generators to come on line – usually within a few minutes. The backup power generators are supplied with sufficient fuel to maintain operations for at least 24 hours. The generators can stay in service for longer periods of time as long as fuel is available. In the event of a power outage, the UPS and backup power generator ensure seamless power transition until normal power is restored. While this transition is in progress, power to all of the basic equipment and facilities essential to the relay center's operation is maintained. This includes:

- Switch system and its peripherals
- Switch room environment (air conditioning and heating)
- CA positions (consoles/terminals)
- Emergency lights (self-contained batteries)
- System alarms
- Call Detail Record recording

As a safety precaution (in case of a fire during a power failure), the fire suppression system is not electrically powered. Once the back-up generator is on line, stable power is established and maintained to all TRS system equipment and facility environmental control until commercial power is restored.

Transmission Circuits

CSD's subcontractor, Sprint, is a certified interexchange carrier in all 50 states. Using Sprint's nationwide all digital fiber-optic network, transmission circuits meet, if not exceed, FCC and TAM intraexchange performance standards – the ANSI T1.506-1990, network Performance – Transmission Specifications for Switched Exchange Access Network standards for circuit loss and noise.

Sprint's Synchronous Optical Network (SONET) provides Minnesota Relay with the ability to operate on transmission circuits that form a "self-healing" ring. The SONET ring is a portion of Sprint's all digital fiber-optic network set up in a ring, loop, or circle to provide survivability for that portion of the Sprint network. Minnesota Relay is, therefore, linked to a coast-to-coast telecommunications route, which ensures voice, data, and video

services without interrupting the call. This ensures that Minnesota Relay calls are safeguarded by automatically rerouting service around disruptions in approximately 60 milliseconds.

Switching System

Minnesota Relay's switching system incorporates redundant Central Processor Units (CPUs) on hot stand-by. This includes a full maintenance and administrative keyboard, screen and printer capabilities, on-line system monitoring, and real-time programming capabilities. The maintenance and administrative terminal has the ability to perform preventative maintenance without taking the system off-line. In addition, on-line and off-line diagnostic routines identify system faults or failures at the individual board level.

Diagnostic procedures are continually processed by the switching system software to detect defective components before they are used. The relay network is designed to contend with weather-related challenges, power outages, and disasters. If one core switching system must shut down, the other core switching systems in the network remain operational and available to process calls, guaranteeing that communication is accessible at all times.

7-1-1 Dialing Access

On August 9, 2000, the FCC released a *Second Report and Order* concerning nationwide 7-1-1 dialing access to TRS⁶. The Order required all common carriers, wireless providers, payphone vendors, and Private Branch Exchange (PBX) vendors to provide 7-1-1 dialing access to relay services on or before October 1, 2001.

Currently, 59 percent of Minnesota Relay calls are being placed using this dialing shortcut. Relay users are still able to access Minnesota Relay by dialing the 10 digit toll-free access numbers.

Handling of Emergency Calls

Minnesota Relay uses a system for incoming emergency calls that automatically and immediately transfers the relay user to the appropriate Public Safety Answering Point (PSAP). Minnesota Relay considers an emergency call to be one in which the caller indicates the need to connect to the police department, fire department, paramedics, or ambulance. The following steps are taken to connect the caller to the appropriate PSAP:

- The CA, when told by the caller that an emergency exists, will depress a "hot key".
- The CA's terminal instantly sends a query to the E911 database containing the caller's geographic area Automatic Number Identification (ANI).

⁶ In the Matter of the Use of N11 Codes and Other Abbreviated Dialing Arrangements, (Second Report and Order), CC Docket No. 92-105, FCC 00-257, 15 FCC Rcd 15188, released August 9, 2000.

- The database responds with the telephone number of the PSAP that covers the geographic source of the call, and then, automatically dials the PSAP number and passes the caller's ANI to the E911 service center.

The CA remains on the line until emergency personnel arrive on the scene unless previously released by the caller. The CA also verbally passes the caller's ANI onto the E911 center operator. If the caller disconnects prior to reaching E911, the CA will stay on the line to verbally provide the caller's ANI to the E911 center operator.

Minnesota Relay also receives calls from non-relay users who have accidentally dialed 7-1-1 instead of 9-1-1. When this occurs, the CA will let the caller know that they have reached Minnesota Relay. If the caller does not wish to disconnect from the relay and dial 9-1-1 directly, the CA will put the call through to the most appropriate PSAP. In some emergency situations the caller may not be able to redial to place the 9-1-1 call on their own. In most instances, the voice caller who misdialled wants to continue their emergency call through Minnesota Relay and does not want to redial 9-1-1 themselves.

Minnesota Relay processes approximately 18 emergency (9-1-1) calls each month. Of these, 65 percent of the calls are for consumers who misdialled 7-1-1 instead of 9-1-1. The remaining 35 percent are for actual relay users.

Minnesota Relay encourages users to dial 9-1-1 or other existing emergency numbers directly in emergency situations as using relay may result in a delay in getting their call through. However, some relay users still call 9-1-1 services via Minnesota Relay for the following reasons:

- Person with a hearing or speech disability may not have access to a TTY during an emergency situation.
- Person with a speech disability may have concerns that the PSAP operator may not be able to understand their speech pattern if 9-1-1 is called directly. Speech-to-Speech relay CAs are specially trained to understand a variety of different speech patterns including callers with cerebral palsy, Parkinson's disease, multiple sclerosis, Amyotrophic Lateral Sclerosis, muscular dystrophy, stuttering, a laryngectomy, stroke complications and other voice disorders or conditions affecting clarity of speech.
- Some TTY users are more confident that their emergency message will be understood and they will get the help they need if they place their emergency call through relay. TTY users may experience problems if they dial 9-1-1 directly because not all PSAP operators are competent in TTY use and in understanding ASL gloss.⁷

⁷ When the visual language of ASL is required to be written, such as on a TTY, the resulting form of the language is called ASL gloss.

Speed of Answer

Minnesota Relay meets the FCC mandatory minimum standard for TRS speed of answer [FCC 47 C.F.R. § 64.604(b)(2)], which states “TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller’s call immediately being placed, not put in a queue or on hold.” DOC-TAM’s TRS contract with CSD requires a higher standard than that mandated by the FCC, requiring that 90% of Minnesota Relay calls be answered within 10 seconds. In 2006, Minnesota Relay’s average speed of answer was 2.2 seconds, and the average service level was 92 percent (see Appendix D for charts demonstrating monthly average speed of answer and service levels).

Minnesota Relay is equipped with sufficient facilities to provide a Grade of Service (GOS) of P.01 or better for calls entering the relay call center(s) switch equipment.

Equal Access to Interexchange Carriers

Minnesota Relay users are able to have their intrastate, interstate and international calls carried by any interexchange carrier who has agreed to participate in the Minnesota TRS Carrier of Choice (COC) program. When a caller indicates their COC preference, the CA will verify that the requested carrier is a COC participant; if they are, the call will be routed accordingly. Callers will be able to use any billing method made available by the requested carrier including collect, third party, prepaid and calling cards.

Current participating members of Minnesota Relay’s Carrier of Choice program include:

- AT&T
- ACS Connections LD
- Ace Long Distance
- Albany Telephone LD
- Arrowhead LD
- Barnesville LD
- Benton Telephone LD
- Blackduck LD
- Broadwing Communication
- Broadwing Telecom
- CI Long Distance
- CP Telecom
- CTC Long Distance
- Cannon Valley LD
- Citizens Communications
- Comcast Phone
- Crosslake LD
- Delavan LD
- Dunnell LD
- Eagle Valley LD
- Emily Long Distance
- Farmers LD
- Federated LD
- Felton LD
- Frontier Communications
- Frontier Telecom
- Garden Valley LD
- Gardonville LD
- Global Crossings
- Granada LD
- Halstad LD
- Hancock LD
- Home Telephone LD
- Hometown Solutions LD
- ITC Long Distance
- KMTC Long Distance
- LDDS
- Lismore LD

- Longdale One Plus
- Loretel LD
- Lowry Long Distance
- Madelia LD
- Mainstreet LD
- MCI Worldcom
- McLeod USA
- Melrose LD
- Metromedia
- Midwest LD
- Milaca Local Link LD
- New Ulm LD
- Northstar Access LD
- OPEX LD
- Onvoy
- Osakis Long Distance
- Ottertail Telecom LD
- Park Region LD
- Peoples Long Distance
- Pine Island LD
- Qwest
- Red River LD
- Rothsay Long Distance
- Runestone LD
- SBC Long Distance
- Sleepy Eye LD
- Sprint
- St. James LD
- Sytek Comm LD
- TDS Telecom
- Telegroup
- Touch America
- USL
- Unitel Long Distance
- Verizon LD
- WCTA Long Distance
- WTC Long Distance
- Wiltel
- Windom Long Distance
- Woodstock LD
- Working Assets
- WorldCom
- 10-10-220 Telecom USA
- 10-10-321 Telecom USA
- 10-10-502 WorldxChange
- 10-10-636 Clear Choice
- 10-10-752 EXCEL
- 10-10-811 Vartec
- 10-10-834 WorldxChange
- 10-10-987

If a Minnesota Relay caller does not indicate a COC preference to the CA, either at the time of the relay call or on via a Customer Preference form, or if the user's preferred carrier is not a COC participant, the long distance relay call will be carried and billed by Sprint.

When a relay user requests a long distance carrier that is not a COC participant in Minnesota, CSD will complete a Customer Complaint form and will provide the TAM administrator with the name of the requested carrier. The TAM administrator will send the non-participating long distance carrier a letter notifying the company of its obligation to provide access to TRS users, as well as instructions on how to become a participating COC in Minnesota.

Rates

Minnesota Relay users are charged no more for services than those charges paid by standard "voice" telephone users. Minnesota Relay users who do not select a preferred COC will have their long distance relay calls rated and invoiced by Sprint. Users who select a preferred COC will be rated and invoiced by their selected interstate carrier. Minnesota Relay users placing long distance calls are only billed for conversation time.

Consumer Complaints

In 2006, Minnesota Relay received complaints on less than 1 percent of relay calls – 985,922 calls were relayed and only 85 complaints were filed.

Minnesota Relay users have the option of contacting the TAM administrator (800-657-3599), Minnesota Relay Consumer Relations Office (800-657-3775), Sprint's 24-hour customer service line (1-800-676-3777), or the FCC [1-888-225-5322 (voice) / 1-888-835-5322 (TTY) or on line at www.fcc.gov/cgb/complaints.html] to file a complaint or commendation. A relay user may request to speak to a relay supervisor during or immediately after a call. In addition, the CA has the capability to transfer the caller directly to Sprint's customer service department.

CSD provides copies of each TRS Customer Contact form to the TAM administrator. Each form includes the date the complaint was filed, an explanation of the complaint, the date the complaint was resolved, an explanation of the resolution and any other pertinent information. CSD maintains a log of each individual complaint or commendation and provides a comprehensive report to the TAM administrator annually.

DOC-TAM submits an annual Complaint Log Summary to the FCC in accordance with C.F.R. § 64.605(c)(1)(ii).

In the event that DOC-TAM and the provider fail to resolve a Minnesota Relay complaint within 180 days after the complaint was filed, the FCC shall exercise jurisdiction over the complaint. Failure to meet the deadlines for complaint resolution may adversely affect the continued certification of Minnesota Relay [C.F.R. § 64.605(c)(6)(iii)].

CONSUMER RELATIONS OFFICE

Minnesota Relay outreach is provided through Minnesota Relay's Consumer Relations Office (CRO). The CRO's main responsibilities are to educate the public about TRS and the Minnesota Relay, and to receive and resolve consumer complaints. The CRO currently consists of a senior manager who oversees outreach programs, receives and resolves consumer complaints, answers consumer questions and handles office administration; and two outreach specialists who conduct relay education, demonstrations and equipment training.

Outreach activities include the following:

- Contacting organizations to schedule presentations and/or to provide them with printed materials on Minnesota Relay services.
- Contacting hospitals, nursing homes, rehabilitation facilities, and other medical facilities to schedule presentations and/or to provide printed materials.

- Conducting presentations on a continual basis to American Sign Language I class students (i.e. at the University of Minnesota).
- Staffing a booth at exhibitions, seminars and the Minnesota State Fair (the Minnesota Relay booth was visited by 17,000 people during the 2006 State Fair).
- Conducting one-on-one training sessions for individuals who are having trouble using specialized telephone equipment (e.g. TTY, amplified telephone, VCO telephone, CapTel).
- Conducting “drop-in” visits at organizations that serve persons with hearing, speech or physical disabilities.

Outreach presentations vary depending on audience needs. A typical presentation begins with background on the presenter, and consists of an introduction to relay, demonstration of equipment, and distribution of relay brochures and related materials. This is followed by question/answer time.

When presenting to a deaf or hard-of-hearing audience, more time is spent detailing the types of relay services that are applicable to their needs, such as Two-Line VCO, CapTel and Answering Machine Retrieval use.

When presenting to children, outreach staff makes learning fun by singing and signing the ABC's. A TTY is brought in for the children to type on and the process of calling a deaf friend is discussed and demonstrated. ASL bookmarks are distributed and the children are encouraged to ask questions.

In 2006, the CRO staff conducted 410 presentations reaching 30,808 Minnesotans.

Reports containing the CRO's outreach efforts are compiled monthly and forwarded to the TAM administrator. The CRO's monthly outreach summaries for 2006 are attached in Appendix E.

Available outreach materials include:

- Minnesota Relay Brochure (English & Spanish)
- Voice Carry Over Brochure (English & Spanish)
- Speech-to-Speech Brochure (English & Spanish)
- Hearing Carry Over Brochure
- CapTel Brochure
- Minnesota Relay Bookmarks
- CapTel Magnifier/Bookmark
- Minnesota Relay St. Paul/Minneapolis Area Code Wallet Map
- Speech-to-Speech Outreach Informational Folder

TELEPHONE EQUIPMENT DISTRIBUTION PROGRAM

The Telephone Equipment Distribution Program (TED Program) is responsible for distributing telecommunications devices to income eligible Minnesotans, informing communication-impaired persons of services available through the program, and providing training in the use of the telecommunications devices. Minnesota Stat. §237.50, Subd. 3 defines "communication-impaired" to mean "certified as deaf, severely hearing impaired, hard-of-hearing, speech impaired, deaf and blind, or physically impaired if the physical impairment significantly impedes the ability to use standard customer premises equipment."

The TED Program is administered through an interagency agreement between the Department of Human Services (DHS), Deaf and Hard of Hearing Services Division (DHHSD) and DOC-TAM. DHHSD provides access to an established network of eight regional service centers around the state and has professional staff experienced in working with people who are deaf, hard of hearing deaf/blind, speech disabled or physically disabled. Each of the regional service centers has an advisory committee that meets quarterly. During these meetings, consumer feedback is collected about both the TED Program and Minnesota Relay.

TED Program services are provided through six of the DHHSD regional offices: Duluth, Moorhead, Mankato, St. Cloud, Rochester and St. Paul.

Authority to Provide Equipment

Minnesota Stat. §237.51, Subd. 5a (3) provides DHS with the authority to establish specifications for special communication devices to be purchased under section 237.53, Subd. 3.

The types of equipment distributed include, but are not limited to:

- Text Telephones (TTYs)
- Amplified Telephones (both hearing and voice)
- Ring Signaling Devices (auditory, visual and tactile)
- Voice Carry Over Phones
- Hearing Carry Over Phones
- CapTel Phones
- Remote Control Speaker Phones
- TTYs with Large Visual Display
- Braille Phones

Program Outreach

DHHSD is responsible for the promotion of TED Program services. TED Program specialists conducted much of their outreach by traveling to potential customers and

providing information and training “face-to-face.” While websites, e-mails and telephone calls can be an efficient, effective and convenient way of providing information, TED Program specialists find that many consumers are more receptive if material is provided to them in person. Traveling to consumers to provide information, equipment and training helps eliminate apprehension and mistrust, and results in a more personal, relaxed and productive experience for both the consumer and the program specialist.

A large portion of people with hearing loss – 43 percent – are 65 years of age or older. By age 65, one out of three people have a hearing loss, and the number is expected to rise as the Baby Boomer generation matures. TED Program specialists have found attending senior gatherings and luncheons to be a particularly successful means of outreach, as consumers are able to view and test various types of equipment and ask questions, one-on-one, in a setting they are comfortable with. This type of outreach also allows specialists to formulate a clear picture of what each person’s particular needs may be and ensures the consumer will receive the most appropriate equipment.

2006 outreach efforts included:

- 111 presentations were conducted to groups of professionals and potential consumers.
- 41 booths were setup at health fairs and senior expos for potential consumers and professionals.
- Conducted a “poster session” at the 2006 Age & Disabilities Odyssey (poster boards display program information, handouts are provided to attendees and specialists answer questions).
- Presentations were provided to other DHS program staff, such as HIV/Aids case managers, Ombudsman staff and Senior Linkage Line staff.
- Networking was accomplished at various expos and professional conferences, such as the American Academy of Audiology, Deaf/Blind Expo and Wisdom Steps.
- TED Program specialists attended meetings at professional agencies and provided program information to staff.
- Advertisements were placed in various newspapers and print publications, such as American Legion, Best of Times, county resource guides, Minnesota Medicine, Senior Federation, House Sense Guide and Star Program.
- Information about the TED Program was included in all literature distributed by DHHSD.
- Mass e-mails were sent to numerous service professionals and agencies; brochures and applications were distributed to those who responded and requested materials.
- A link to the TED Program website was posted on related agencies websites (e.g. Minnesota Care and audiologists).
- Updated Minnesota Relay and TED Program information was sent by DOC-TAM to all Minnesota telecommunications providers for placement in telephone directories, bill inserts and newsletters.
- Mass mailings were sent to: churches, county financial advisors, county health and human service directors, disability services, health occupation program directors, Good Samaritan home managers and nurse consultants, Minnesota Board on Aging, National Association of Social Workers, Presbyterian homes, senior community

directors, Catholic Charities, and the National Association of Housing and Redevelopment.

The chart below lists the number of *new* program participants served by the TED Program, as well as the number of devices distributed to *new* program participants for calendar years 1998-2006.

Year	Number of New Program Participants Served	Number of Devices Distributed to New Program Participants
1998	2,069	2,120
1999	2,141	2,340
2000	2,105	2,695
2001	1,882	2,431
2002	1,913	2,584
2003	1,906	2,337
2004	1,988	2,485
2005	1,872	2,405
2006	1,976	2,081

The TED Program also provides *repeat* service to equipment recipients who need further assistance after the equipment is initially provided. Consumers often contact the TED Program to receive additional training or to exchange equipment because their needs have changed. The most common example is when a person's hearing deteriorates and they are no longer able to access the telecommunications network with the equipment they initially received.

The TED Program also provides repair and/or replacement of distributed equipment (over 52,000 devices have been distributed since the program's inception).

The TED Program served 1,976 new participants, 1,095 repeat participants, and repaired/replaced equipment for 1,574 participants. TED Program specialists also provided information and referrals to 491 consumers, *for a total of 5,136 Minnesotans receiving service in 2006.*

Statistical Information

A report of TED Program activities is submitted quarterly to the TAM administrator by the TED Program administrator. The report documents outreach activity, the number of households receiving equipment, the number of individuals served and the kinds of equipment distributed. The charts provided in Appendix F show 2006 TED Program outreach activities and the types of equipment distributed.

Population Served

The TED Program serves a wide range of individuals with a variety of communication needs. *Currently, the oldest TED Program participant is 105 years of age, and the youngest is age 7.* The average consumer served is 77 years old, hard of hearing and female. In 2006, 62 percent of TED Program participants were female and 63 percent lived outside of the seven-county metropolitan area. Ninety-one percent of TED Program participants are hard of hearing, 4 percent are deaf, 3 percent are physically disabled, and 2 percent have "other" disabilities (e.g. speech disability or deaf/blind). In recent years, the TED Program has been utilized by more clients with multiple disabilities. In 2006, 16 percent of TED Program participants had three or more disabilities (e.g. hearing, speech and physical) and 10 percent had dual disabilities (e.g. hearing and vision loss).

Future TED Program Operations

Internet Based Database

In 2006, the TED Program continued work on a new web-based database. Currently, program data and documents are not centrally located, causing the assembly and dissemination of information to be somewhat complicated and the workflow to be less efficient.

The new database will allow all program data and program forms to be centrally located, will increase system integrity and security, and will be more user-friendly and efficient. The new database is anticipated to be implemented in 2007.

Future Technology

The TED Program continually explores new telecommunications equipment possibilities for distribution. Telecommunications technology is advancing rapidly, and as this industry evolves, the TED Program must re-evaluate the needs of the consumers it serves and analyze the types of equipment available to best meet those needs.

The TED Program is closely monitoring the Baby Boomer population, as there is a higher rate and earlier onset of hearing loss among this generation than preceding generations. This indicates that more people will be looking for assistive telecommunications equipment, and at a younger age, than in the past. In addition, consumers are demanding "any place at any time" telecommunications access, and much of the new development has been in internet (e.g. Voice over Internet Protocol and video phones) and wireless telecommunications. The TED Program is examining new internet and wireless solutions that will allow participants to communicate with friends, family & businesses in a manner that keeps pace with technological advancements utilized by people without hearing, speech or physical disabilities.

The TED Program also continues to research equipment options for people who are deaf/blind and people who have a physical or speech disability. These segments of the population have been underserved due to the lack of telecommunications technology available to meet their needs, and the high cost of the specialized equipment that is

available. In recent years there has been an increase in providing equipment to consumers with multiple disabilities. Examples of equipment include infrared systems, cordless speakerphones, and modifying standard devices with adapters and switches.

Scanning Files

DHS has implemented a new scanning project in order to reduce paper files, and the TED Program is scanning their paper files as a pilot project. This opportunity will centralize all files in the database, thereby reducing paper files and storage space.

FY 2006 & FY 2007 REVENUES AND EXPENDITURES

BUDGET SUMMARY	FY 2006 Actual	FY 2007 Projected
REVENUE		
Surcharge Revenue (\$0.07 per access line in FY 2006 & \$0.03 in FY 2007)	\$ 4,998,423.54	\$ 2,229,875.00
TAM Fund Interest	\$ 279,814.38	\$ 200,000.00
Credit from CSD and Sprint for Busy Ring/ No Answer Minutes Incorrectly Invoiced to the State	\$ 155,144.66	\$ -
Sale of CRO Assets		\$ 3,958.69
TOTAL REVENUE	\$ 5,433,382.58	\$ 2,433,833.69
EXPENSES		
TAM Administration	\$ (109,023.17)	\$ (349,180.00)
DHS/DHHS (TED Program)	\$ (1,705,236.78)	\$ (1,610,000.00)
Sprint (Minnesota Relay)	\$ (2,124,537.96)	\$ -
CSD (Minnesota Relay)	\$ (1,438,863.45)	\$ (3,556,180.00)
CSD (Consumer Relations Office)	\$ (236,543.72)	\$ -
TOTAL TAM PROGRAM EXPENSES	\$ (5,614,205.08)	\$ (5,515,360.00)
TAM PROGRAM IMPACT	\$ (180,822.50)	\$ (3,081,526.31)

STATEMENT OF FUND BALANCE	FY 2006 Actual	FY 2007 Projected
Balance at Beginning of Fiscal Year	\$ 7,102,434.59	\$ 6,781,312.09
DHS-TED Program Cash Advance (July)	\$ (200,000.00)	\$ (200,000.00)
Return of DHS-TED Program Cash Advance (June)	\$ 200,000.00	\$ 200,000.00
TAM Program Impact	\$ (180,822.50)	\$ (3,081,526.31)
DEED - Accessible News for the Blind	\$ (54,000.00)	\$ (61,000.00)
Return of Unused Portion of DEED - Accessible News for the Blind	\$ 10,035.00	\$ -
DHS - Rural Real-time Captioning	\$ (268,000.00)	\$ (268,000.00)
Return of Unused Portion of DHS - Rural Real-time Captioning	\$ 171,665.00	\$ -
Minnesota Commission Serving Deaf and Hard of Hearing People Appropriation	\$ -	\$ (200,000.00)
TAM Fund Balance at End of Fiscal Year	\$ 6,781,312.09	\$ 3,170,785.78

APPENDICES

APPENDIX A

Minnesota Statutes 2006

Chapter 237. Telecommunications

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237.50 DEFINITIONS.

Subdivision 1. **Scope.** The terms used in sections 237.50 to 237.56 have the meanings given them in this section.

Subd. 2. [Repealed, 1995 c 190 s 17]

Subd. 3. **Communication impaired.** "Communication impaired" means certified as deaf, severely hearing impaired, hard-of-hearing, speech impaired, deaf and blind, or mobility impaired if the mobility impairment significantly impedes the ability to use standard customer premises equipment.

Subd. 4. **Communication device.** "Communication device" means a device that when connected to a telephone enables a communication-impaired person to communicate with another person utilizing the telephone system. A "communication device" includes a ring signaler, an amplification device, a telephone device for the deaf, a Braille device for use with a telephone, and any other device the Department of Human Services deems necessary.

Subd. 4a. **Deaf.** "Deaf" means a hearing impairment of such severity that the individual must depend primarily upon visual communication such as writing, lip reading, manual communication, and gestures.

Subd. 5. **Exchange.** "Exchange" means a unit area established and described by the tariff of a telephone company for the administration of telephone service in a specified geographical area, usually embracing a city, town, or village and its environs, and served by one or more central offices, together with associated facilities used in providing service within that area.

Subd. 6. **Fund.** "Fund" means the telecommunications access Minnesota fund established in section 237.52.

Subd. 6a. **Hard-of-hearing.** "Hard-of-hearing" means a hearing impairment resulting in a functional loss, but not to the extent that the individual must depend primarily upon visual communication.

Subd. 7. **Interexchange service.** "Interexchange service" means telephone service between points in two or more exchanges.

Subd. 8. **Inter-LATA interexchange service.** "Inter-LATA interexchange service" means interexchange service originating and terminating in different LATAs.

Subd. 9. **Local access and transport area.** "Local access and transport area (LATA)" means a geographical area designated by the Modification of Final Judgment in U.S. v. Western Electric Co., Inc., 552 F. Supp. 131 (D.D.C. 1982), including modifications in effect on the effective date of sections 237.51 to 237.54.

Subd. 10. **Local exchange service.** "Local exchange service" means telephone service between points within an exchange.

Subd. 11. **Telecommunication relay service.** "Telecommunication relay service" means a central statewide service through which a communication-impaired person, using a communication device, may send and receive messages to and from a non-communication-impaired person whose telephone is not equipped with a communication device and through which a non-communication-impaired person may, by using voice communication, send and receive messages to and from a communication-impaired person.

History: 1987 c 308 s 1,8; 1988 c 621 s 2; 1993 c 272 s 2-6,17; 1995 c 190 s 1; 2004 c 228 art 1 s 74

237.51 TELECOMMUNICATIONS ACCESS MINNESOTA PROGRAM ADMINISTRATION.

Subdivision 1. **Creation.** The commissioner of commerce shall:

- (1) administer through interagency agreement with the commissioner of human services a program to distribute communication devices to eligible communication-impaired persons; and
- (2) contract with a qualified vendor that serves communication-impaired persons to create and maintain a telecommunication relay service.

For purposes of sections 237.51 to 237.56, the Department of Commerce and any organization with which it contracts pursuant to this section or section 237.54, subdivision 2, are not telephone companies or telecommunications carriers as defined in section 237.01.

Subd. 2.[Repealed, 1995 c 190 s 17]

Subd. 3.[Repealed, 1995 c 190 s 17]

Subd. 4.[Repealed, 1995 c 190 s 17]

Subd. 5. **Commissioner of commerce duties.** In addition to any duties specified elsewhere in sections 237.51 to 237.56, the commissioner of commerce shall:

- (1) prepare the reports required by section 237.55;
- (2) administer the fund created in section 237.52; and
- (3) adopt rules under chapter 14 to implement the provisions of sections 237.50 to 237.56.

Subd. 5a. **Department of Human Services duties.** (a) In addition to any duties specified elsewhere in sections 237.51 to 237.56, the commissioner of human services shall:

- (1) define economic hardship, special needs, and household criteria so as to determine the priority of eligible applicants for initial distribution of devices and to determine circumstances necessitating provision of more than one communication device per household;
- (2) establish a method to verify eligibility requirements;
- (3) establish specifications for communication devices to be purchased under section 237.53, subdivision 3 ; and
- (4) inform the public and specifically the community of communication-impaired persons

of the program.

(b) The commissioner may establish an advisory board to advise the department in carrying out the duties specified in this section and to advise the commissioner of commerce in carrying out duties under section 237.54. If so established, the advisory board must include, at a minimum, the following communication-impaired persons:

- (1) at least one member who is deaf;
- (2) at least one member who is speech impaired;
- (3) at least one member who is mobility impaired; and
- (4) at least one member who is hard-of-hearing.

The membership terms, compensation, and removal of members and the filling of membership vacancies are governed by section 15.059. Advisory board meetings shall be held at the discretion of the commissioner.

Subd. 6.[Repealed, 1995 c 190 s 17]

History: 1987 c 186 s 15; 1987 c 308 s 2,8; 1988 c 621 s 3; 1990 c 571 s 41; 1990 c 598 s 3; 1992 c 430 s 1,2; 1992 c 518 s 1; 1993 c 272 s 7-11,17; 1995 c 190 s 2-4; 1998 c 386 art 2 s 70; 1999 c 149 s 1; 1Sp2001 c 4 art 6 s 60-62; 2002 c 329 s 2

237.52 TELECOMMUNICATIONS ACCESS MINNESOTA FUND.

Subdivision 1. **Fund established.** A telecommunications access Minnesota fund is established as an account in the state treasury. Earnings, such as interest, dividends, and any other earnings arising from fund assets, must be credited to the fund.

Subd. 2. **Assessment.** (a) The commissioner of commerce, the commissioner of employment and economic development, and the commissioner of human services shall annually recommend to the commission an adequate and appropriate surcharge and budget to implement sections 237.50 to 237.56, 248.062, and 256C.30, respectively. The maximum annual budget for section 248.062 must not exceed \$100,000 and for section 256C.30 must not exceed \$300,000. The Public Utilities Commission shall review the budgets for reasonableness and may modify the budget to the extent it is unreasonable. The commission shall annually determine the funding mechanism to be used within 60 days of receipt of the recommendation of the departments and shall order the imposition of surcharges effective on the earliest practicable date. The commission shall establish a monthly charge no greater than 20 cents for each customer access line, including trunk equivalents as designated by the commission pursuant to section 403.11, subdivision 1.

(b) If the fund balance falls below a level capable of fully supporting all programs eligible under subdivision 5 and sections 248.062 and 256C.30, expenditures under sections 248.062 and 256C.30 shall be reduced on a pro rata basis and expenditures under sections 237.53 and 237.54 shall be fully funded. Expenditures under sections 248.062 and 256C.30 shall resume at fully-funded levels when the commissioner of commerce determines there is a sufficient fund balance to fully fund those expenditures.

Subd. 3. **Collection.** Every telephone company or communications carrier that provides service capable of originating a telecommunications relay call, including cellular communications and other nonwire access services, in this state shall collect the charges established by the commission under subdivision 2 and transfer amounts collected to the commissioner of public safety in the same manner as provided in section 403.11, subdivision 1, paragraph (d). The commissioner of public safety must deposit the receipts in the fund established in subdivision 1.

Subd. 4. **Appropriation.** Money in the fund is appropriated to the commissioner of commerce to implement sections 237.51 to 237.56, to the commissioner of employment and economic development to implement section 248.062, and to the commissioner of human services to implement section 256C.30.

Subd. 5. **Expenditures.** (a) Money in the fund may only be used for:

(1) expenses of the Department of Commerce, including personnel cost, public relations, advisory board members' expenses, preparation of reports, and other reasonable expenses not to exceed ten percent of total program expenditures;

(2) reimbursing the commissioner of human services for purchases made or services provided pursuant to section 237.53;

(3) reimbursing telephone companies for purchases made or services provided under section 237.53, subdivision 5; and

(4) contracting for establishment and operation of the telecommunication relay service required by section 237.54.

(b) All costs directly associated with the establishment of the program, the purchase and distribution of communication devices, and the establishment and operation of the telecommunication relay service are either reimbursable or directly payable from the fund after authorization by the commissioner of commerce. The commissioner of commerce shall contract with the message relay service operator to indemnify the local exchange carriers of the relay service for any fines imposed by the Federal Communications Commission related to the failure of the relay service to comply with federal service standards. Notwithstanding section 16A.41, the commissioner may advance money to the contractor of the telecommunication relay service if the contractor establishes to the commissioner's satisfaction that the advance payment is necessary for the operation of the service. The advance payment may be used only for working capital reserve for the operation of the service. The advance payment must be offset or repaid by the end of the contract fiscal year together with interest accrued from the date of payment.

History: 1987 c 308 s 3,8; 1988 c 621 s 4; 1992 c 518 s 2; 1993 c 272 s 12,13,17; 1995 c 190 s 5-7; 1995 c 201 s 1; 1Sp2001 c 4 art 6 s 63-65; 2002 c 329 s 3; 1Sp2003 c 1 art 2 s 67; 2005 c 81 s 1,2

237.53 COMMUNICATION DEVICE.

Subdivision 1. **Application.** A person applying for a communication device under this section must apply to the program administrator on a form prescribed by the Department of Human Services.

Subd. 2. **Eligibility.** To be eligible to obtain a communication device under this section, a person must be:

- (1) able to benefit from and use the equipment for its intended purpose;
- (2) communication impaired;
- (3) a resident of the state;
- (4) a resident in a household that has a median income at or below the applicable median household income in the state, except a deaf and blind person applying for a telebraille unit may reside in a household that has a median income no more than 150 percent of the applicable median household income in the state; and
- (5) a resident in a household that has telephone service or that has made application for service and has been assigned a telephone number; or a resident in a residential care facility, such as a nursing home or group home where telephone service is not included as part of overall service provision.

Subd. 3. **Distribution.** The commissioner of human services shall purchase and distribute a sufficient number of communication devices so that each eligible household receives an appropriate device. The commissioner of human services shall distribute the devices to eligible households in each service area free of charge as determined under section 237.51, subdivision 5a.

Subd. 4. **Training; maintenance.** The commissioner of human services shall maintain the communication devices until the warranty period expires, and provide training, without charge, to first-time users of the devices.

Subd. 5. **Wiring installation.** If a communication-impaired person is not served by telephone service and is subject to economic hardship as determined by the Department of Human Services, the telephone company providing local service shall at the direction of the administrator of the program install necessary outside wiring without charge to the household.

Subd. 6. **Ownership.** All communication devices purchased pursuant to subdivision 3 will become the property of the state of Minnesota.

Subd. 7. **Standards.** The communication devices distributed under this section must comply with the electronic industries association standards and approved by the Federal Communications Commission. The commissioner of human services must provide each eligible person a choice of several models of devices, the retail value of which may not exceed \$600 for a communication device for the deaf, and a retail value of \$7,000 for a telebraille device, or an amount authorized by the Department of Human Services for a telephone device for the deaf with auxiliary equipment.

Subd. 8.[Repealed, 1988 c 621 s 19]

History: 1987 c 308 s 4,8; 1988 c 621 s 5-8; 1993 c 272 s 17; 1995 c 190 s 8-11; 1995 c 201 s 2

237.54 TELECOMMUNICATION RELAY SERVICE.

Subdivision 1.[Repealed, 1995 c 190 s 17]

Subd. 2. **Operation.** (a) The commissioner of commerce shall contract with a qualified vendor for the operation and maintenance of the telecommunication relay system.
(b) The telecommunication relay service provider shall operate the relay service within the state of Minnesota. The operator of the system shall keep all messages confidential, shall train personnel in the unique needs of communication-impaired people, and shall inform communication-impaired persons and the public of the availability and use of the system. Except in the case of a speech- or mobility-impaired person, the operator shall not relay a message unless it originates or terminates through a communication device for the deaf or a Braille device for use with a telephone.

History: 1987 c 308 s 5,8; 1993 c 272 s 14,17; 1995 c 190 s 12; 1Sp2001 c 4 art 6 s 66; 2002 c 329 s 4

237.55 ANNUAL REPORT ON COMMUNICATION ACCESS.

The commissioner of commerce must prepare a report for presentation to the commission by January 31 of each year. Each report must review the accessibility of the telephone system to communication-impaired persons, review the ability of non-communication-impaired persons to communicate with communication-impaired persons via the telephone system, describe services provided, account for money received and disbursed annually for each aspect of the program to date, and include predicted future operation.

History: 1987 c 308 s 6,8; 1993 c 272 s 15,17; 1995 c 190 s 13; 1Sp2001 c 4 art 6 s 67

237.56 ADEQUATE SERVICE ENFORCEMENT.

The services required to be provided under sections 237.50 to 237.55 may be enforced under section 237.081 upon a complaint of at least two communication-impaired persons within the service area of any one telephone company, provided that if only one person within the service area of a company is receiving service under sections 237.50 to 237.55, the commission may proceed upon a complaint from that person.

History: 1987 c 308 s 7,8; 1993 c 272 s 17

Minnesota Rules, Chapter 8775.

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8775.0100 DEFINITIONS.

Subpart 1. **Scope.** The terms used in this chapter have the meanings given them in this part.

Subp. 2. **Applicable median income.** "Applicable median income" means the median gross income in Minnesota as estimated by the Bureau of the Census in the most recent annual announcement of the United States Department of Health and Human Services Family Support Administration, published in the Federal Register. These announcements are incorporated by reference.

Subp. 3. **Appropriate communication device.** "Appropriate communication device" means a communication device that most efficiently allows access to the telephone system by a communication-impaired person.

Subp. 4. **Blind.** A person is "blind" if central visual acuity does not exceed 20/200 in the better eye with corrective lenses or, if greater than 20/200, visual acuity is accompanied by a limitation in the fields of vision such that the widest diameter of the visual field subtends an angle no greater than 20 degrees.

Subp. 5. **Board.** "Board" means the Telecommunication Access for Communication-impaired Persons Board established in Minnesota Statutes, section 237.51.

Subp. 6. **Communication device.** "Communication device" means a device that when connected to a telephone enables a communication-impaired person to communicate with another person using the telephone system. A communication device includes a ring signaler, an amplification device, a telecommunications device for the deaf (TDD), a braille device for use with the telephone system, and any other device the board considers necessary.

Subp. 7. **Communication-impaired person.** "Communication-impaired person" means a person determined by the division to be deaf, deaf and blind, hard-of-hearing, mobility impaired, or speech impaired as defined by subparts 8, 9, 12, 16a, and 20.

Subp. 8. **Deaf.** "Deaf" means a hearing impairment of such severity that the individual must depend primarily upon visual communication such as writing, lip reading, manual communication, and gestures. A deaf person requires use of a telecommunications device for the deaf (TDD) to communicate effectively on the telephone.

Subp. 9. **Deaf and blind.** "Deaf and blind" means the conditions of a person who is (1) deaf or has a severe to profound hearing loss and (2) blind or visually impaired. A person affected by these conditions requires use of a braille device for use with the telephone system or other specially designed system to communicate effectively on the telephone.

Subp. 10. **Division.** "Division" means the Deaf and Hard of Hearing Services Division of the Minnesota Department of Human Services.

Subp. 11. **Economic hardship.** "Economic hardship" means an economic condition or level of subsistence on a household income that is at or below 60 percent of the applicable median income in the state.

Subp. 12. **Hard-of-hearing.** "Hard-of-hearing" means a hearing impairment resulting in a functional loss, but not to the extent that the individual must depend primarily upon visual communication. Some of the effects of the impairment can be overcome with proper amplification. A person that is hard-of-hearing may require a communication device to communicate effectively on the telephone.

Subp. 13. [Repealed, 19 SR 1666]

Subp. 14. **Household criteria.** For determining priority when initially distributing equipment or receiving more than one communication device, "household criteria" means the higher priority given for a household having more than one communication-impaired person or for a household with a communication-impaired person living alone.

Subp. 15. **Household income.** "Household income" means the total income of a communication-impaired person and immediate family living in the same residence. The immediate family includes spouse and minor children. The income of a minor child must be included when the dependent minor child is under 15 years of age and residing with the parents or custodial parent. If the communication-impaired person is a minor child, then parents and siblings residing with the minor are immediate family.

Subp. 16. **Income.** "Income" means money received in the preceding calendar year from each of the following sources:

- A. money, wages, or salary;
- B. net income from nonfarm employment as defined for federal tax purposes;
- C. net income from farm self-employment as defined for federal taxes;
- D. income from any social security program;
- E. supplemental social security income;
- F. public assistance or welfare payments;
- G. interest on savings or other investments that pay interest;
- H. dividend income from estates or trusts, or net rental income;
- I. veterans' payments, unemployment compensation payments, and workers' compensation payments;
- J. private or public employee pensions; and

K. alimony, child support, regular contributions from persons not living in the household, and other periodic income. This definition of income comes from that of the Bureau of the Census and is interpreted according to its standards as published in "Consumer Income," series P-60, No. 156, Money, Income of Households, Families and Persons in the United States: 1985. These standards are incorporated by reference, are not subject to frequent change, and are located in the government publications reference department of the University of Minnesota and in the Minitex interlibrary loan system.

Subp. 16a. **Mobility impaired.** "Mobility impaired" means a motor skill condition that significantly impedes a person's ability to use standard customer premises telephone equipment. A mobility-impaired person may require the use of a communication device with auxiliary equipment to communicate on the telephone.

Subp. 17. **Resident of Minnesota.** "Resident of Minnesota" means an individual who lives in Minnesota or who has moved to Minnesota and intends to remain in Minnesota.

Subp. 18. **Significant visual impairment.** "Significant visual impairment" means a visual disability that does not constitute legal blindness but which constitutes a substantial handicap to employment or limits the person's ability to live independently, perform self-care activities, or grow and develop.

Subp. 19. **Special needs.** "Special needs" means the needs of an eligible person that may require that the person be given priority when initially distributing the equipment or be given more than one communication device because of severity of communication impairment or presence of multiple disabilities.

Subp. 20. **Speech impaired.** "Speech impaired" means a condition that renders a person physically incapable of speaking clearly. The severity of the impairment may vary; however, it renders speech on an ordinary telephone unintelligible or impossible and requires a communication device to communicate effectively on the telephone.

Subp. 21. **TAM.** "TAM" means Telecommunications Access Minnesota.

STAT AUTH: MS s 237.51

HIST: 14 SR 848; 19 SR 1666; L 2004 c 228 art 1 s 74
Current as of 08/26/04

8775.0200 PURPOSE AND CONSTRUCTION.

The purpose of this chapter is to develop and implement a statewide program to distribute telephone communication devices to eligible communication-impaired persons for improving access to telephone communications services for communication-impaired persons. This chapter is to be liberally construed to further these purposes.

STAT AUTH: MS s 237.51

HIST: 14 SR 848
Current as of 08/26/04

8775.0300 ELIGIBILITY FOR TAM SERVICES.

Subpart 1. **Information provided.** On request, the division shall offer to a person an application form developed by the division and a brochure that describes the TAM eligibility requirements and application process.

Subp. 2. **Application process.** The applicant shall complete the application form and return it to the division's regional service center for deaf and hard-of-hearing people. An application may be made by the applicant, the applicant's spouse, or a person authorized by the applicant to act in the applicant's behalf. All documentation must be provided within 30 days of the first interview with the division. The applicant shall provide medical documentation of communication impairment on request.

Subp. 3. **Documenting, verifying, and reviewing eligibility.** The division shall verify the applicant's household income, age, and access to telephone service, and that the applicant is a communication-impaired person. If the division becomes aware that a condition of eligibility has changed, the division may redetermine eligibility:

A. Within 30 days, an applicant shall document income or authorize the division to verify the income. The division shall help an applicant or recipient obtain documents that the applicant does not possess and cannot obtain. Information previously verified and retained by the division need not be verified again unless the information no longer applies to current circumstances.

B. The division shall not request information about an applicant for or recipient of TAM services that is not of public record from a source other than within the division without the applicant's or recipient's previous written consent. The division may request information about an applicant or recipient that is not of public record from the telephone companies by obtaining the applicant's or recipient's previous written consent on an application or redetermination form. The division shall not provide third parties with access to information about an applicant's eligibility status or other case record information without the previous written consent of that applicant or recipient, except when access to specific case information is granted to agencies designated by the Minnesota Government Data Practices Act, Minnesota Statutes, chapter 13. Information designated as confidential by the Minnesota Government Data Practices Act may only be made available to agencies granted access under that law and must not be provided to an applicant, recipient, or third party.

C. The division shall inform the recipient of the recipient's responsibility to report permanent changes in circumstances that affect eligibility within ten days of each change.

Subp. 4. **Eligibility criteria.** To be eligible for the TAM program, a person must:

- A. be at least five years of age;
- B. be a communication-impaired person;
- C. be a resident of Minnesota;

D. be a resident in a household at or below the applicable median income in the state, except that a deaf and blind person applying for a braille device for use with the telephone system may

reside in a household that has a median income no more than 150 percent of the applicable median household income in the state; and

E. have or have applied for telephone service and been assigned a telephone number. A person who at the time of application does not have telephone service, but meets all other eligibility requirements, will be declared "conditionally eligible" and, in order to be declared "eligible," must apply for telephone service and be assigned a telephone number.

Subp. 5. Persons not eligible. Persons who are residents of a residential or treatment facility that directly or indirectly receives federal funding and is required to be fully accessible to all residents by the Rehabilitation Act of 1973, United States Code, title 29, section 774, and the Americans with Disabilities Act of 1990, United States Code, title 42, section 12101, et seq., and are eligible for and can obtain communication devices through federal provisions are not eligible to receive TAM services under this chapter.

Subp. 6. Notification of eligibility. Within 30 days of the receipt of the application and the necessary documentation the division shall notify the applicant in writing whether the applicant is found eligible and, if the applicant is denied, the reasons for denial.

Subp. 7. Determination of appropriate communication device. The division shall determine the appropriate communication device for a recipient.

STAT AUTH: MS s 237.51

HIST: 14 SR 848; 19 SR 1666; L 2004 c 228 art 1 s 74
Current as of 08/26/04

8775.0400 COMMUNICATION DEVICES; INITIAL DISTRIBUTION PRIORITY.

Subpart 1. First priority: deaf and blind. The first in priority are those eligible, deaf and blind persons having special needs, experiencing economic hardship, or meeting the household criteria standards.

Subp. 2. Second priority: deaf. The second in priority are those eligible, deaf persons having special needs, experiencing economic hardship, or meeting the household criteria standards.

Subp. 2a. Third priority: speech and mobility impaired. The third in priority are those eligible speech- and mobility-impaired persons having special needs, experiencing economic hardship, or meeting the household criteria standards.

Subp. 3. Fourth priority: impaired speech. The fourth in priority are those eligible, speech-impaired persons having special needs, experiencing economic hardship, or meeting the household criteria standards.

Subp. 3a. Fifth priority: mobility impaired. The fifth in priority are those eligible, mobility-impaired persons having special needs, experiencing economic hardship, or meeting the household criteria standards.

Subp. 4. **Sixth priority: hard-of-hearing.** The sixth in priority are those eligible, hard-of-hearing persons having special needs, experiencing economic hardship, or meeting the household criteria standards.

Subp. 5. **Seventh priority: others without special needs.** The seventh in priority are those eligible, communication-impaired persons having no special needs, not experiencing economic hardship, and not meeting the household criteria standards.

Subp. 6. **Use of priority system.** Initially, the priority system must be used to determine the priority of eligible applicants for receiving telecommunication devices, for example, to establish a waiting list of eligible applicants. Only if allotted program money is insufficient to provide all eligible applicants with needed equipment may the priority system be used to determine which individuals will receive equipment.

STAT AUTH: MS s 237.51

HIST: 14 SR 848; 19 SR 1666
Current as of 08/26/04

8775.0500 HOUSEHOLDS ELIGIBLE TO RECEIVE SEVERAL DEVICES.

Subpart 1. **Deaf.** A communication-impaired person who is deaf is eligible for a telecommunications device for the deaf (TDD) and a ring signaler.

Subp. 2. **Deaf and blind.** A communication-impaired person who is deaf and blind is eligible to receive a telecommunications device for the deaf (TDD) or braille device for use with the telephone system with auxiliary equipment approved by the board and necessary for efficient communication.

Subp. 3. **Two or more eligible persons.** If a household contains more than one eligible communication-impaired person with various communication impairments, the board or its designee may approve more than one telephone device as necessary for efficient communication.

Subp. 4. **Hard-of-hearing.** A communication-impaired person who is hard-of-hearing is eligible for a ring signaler and amplification device if more than one device is necessary for efficient communication.

Subp. 5. **Mobility impaired.** A communication-impaired person who is mobility impaired is eligible for a speakerphone or similar device with auxiliary equipment that the board or its designee deems necessary.

Subp. 6. **Speech and mobility impaired.** A communication-impaired person who is speech and mobility impaired is eligible for a speakerphone or similar device, or telecommunications device for the deaf (TDD) and any auxiliary equipment approved by the board.

STAT AUTH: MS s 237.51

HIST: 14 SR 848; 19 SR 1666
Current as of 08/26/04

8775.0600 TRAINING AND MAINTENANCE.

The commissioner of human services shall maintain the communication devices until the warranty period expires at which time the board shall decide whether to repair or replace defective units. The commissioner shall provide training, without charge, to first-time users of the devices.

STAT AUTH: MS s 237.51

HIST: 14 SR 848

Current as of 08/26/04

8775.0700 OWNERSHIP.

Communication devices distributed under this chapter are and must remain the property of the state of Minnesota.

STAT AUTH: MS s 237.51

HIST: 14 SR 848

Current as of 08/26/04

8775.0800 APPEALS.

Subpart 1. **Aggrieved party.** An aggrieved party may appeal a decision of the division. An aggrieved party is an applicant:

- A. who is determined ineligible for TAM service under part 8775.0300, subpart 4;
- B. who disagrees with the division's determination regarding the appropriate communication device under part 8775.0300, subpart 6;
- C. who disagrees with the division's decision regarding priority for initial distribution of communication devices under part 8775.0400; or
- D. whose TAM service is terminated.

Subp. 2. **Procedure.** Requests for appeal must be made within 30 calendar days of receiving notice of adverse action or, for good cause shown, within 60 calendar days of receiving the notice. Requests for appeal can be made through written, telephone, or face-to-face contact with a designated representative of the regional service center for deaf and hard-of-hearing people.

Subp. 3. **Conciliation conference.** Within 30 calendar days of receiving a request for appeal, a representative of the regional service center for deaf and hard-of-hearing people shall meet with the aggrieved party and attempt to resolve informally the matter leading to the appeal. Within ten calendar days of the conciliation conference, the representative shall prepare a written summary of the issues addressed at the conciliation conference and shall send a copy of the written summary to the aggrieved party and to the board.

Subp. 4. **Formal hearings.** If still dissatisfied after receiving a copy of the conciliation conference summary, the aggrieved party may request a hearing before the board by making

written, telephone, or face-to-face contact with a designated representative of the regional service center for deaf and hard-of-hearing people. A hearing before the board must be scheduled within 90 days. At the hearing, the aggrieved party may introduce evidence relevant to the issues on appeal. An aggrieved party may be represented by legal counsel or a lay advocate at the hearing.

Subp. 5. **Service pending appeal.** Termination of TAM services must be stayed pending an appeal.

STAT AUTH: MS s 237.51

HIST: 14 SR 848; 19 SR 1666; L 2004 c 228 art 1 s 74
Current as of 08/26/04

written, telephone, or face-to-face contact with a designated representative of the regional service center for deaf and hard-of-hearing people. A hearing before the board must be scheduled within 90 days. At the hearing, the aggrieved party may introduce evidence relevant to the issues on appeal. An aggrieved party may be represented by legal counsel or a lay advocate at the hearing.

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STAT AUTH: MS s 237.51

HIST: 14 SR 848; 19 SR 1666; L 2004 c 228 art 1 s 74
Current as of 08/26/04

APPENDIX B

September 22, 2006

Dear Minnesota Telephone Company,

This letter serves as a reminder that **all telephone companies** serving Minnesota consumers shall assure that their customers are aware of the availability and use of all forms of Telecommunications Relay Services (TRS) as required by FCC 47 C.F.R. § 64.604(c)(3).

Many telephone companies are publishing outdated and incorrect Minnesota Relay information and are not in compliance with the FCC mandate regarding public access to TRS information. Please forward this notice to your publications department (or appropriate person) and ensure that the most recent Minnesota Relay information is being distributed to your customers.

FCC 47 C.F.R. § 64.604(c)(3) regarding public access to information, requires that *"Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible."*

In a Report and Order amending its rules and policies pertaining to TRS¹, the FCC further clarified that "The term "callers" refers to the general public, not just consumers with speech and hearing disabilities. It is crucial for everyone to be aware of the availability of TRS for it to offer the functional equivalence required by the statute. As Congress has stated, TRS was designed to help bridge the gap between people with hearing and speech disabilities and people without such disabilities with respect to telecommunications services. The lack of public awareness prevents TRS from achieving this congressionally mandated objective. We also note that, as we have determined that TRS includes services other than traditional TTY-based relay service, outreach efforts should now include information about these relay services as well." See *TRS Report and Order* at ¶ 105.

¹ *Telecommunications Relay Services for Individuals with Hearing and Speech Disabilities, and the Americans with Disabilities Act of 1990, Report and Order and Further Notice of Proposed Rulemaking*, CC Docket No. 98-67 (FCC No. 00-56) (March 6, 2000) (TRS Report and Order) (rules amended to expand the kinds of relay service available to consumers and improve the quality of relay services).

The Minnesota Department of Commerce-Telecommunications Access Minnesota (DOC-TAM) program is the state administrative office responsible for ensuring equal access to the telecommunications network for Minnesotans who are deaf, hard of hearing, speech or physically disabled. DOC-TAM administers Minnesota Relay (TRS) and the Telephone Equipment Distribution (TED) Program.

To provide background, Minnesota Relay facilitates calls, both personal and business, for individuals who have hearing loss or a speech disability. The TED Program provides specialized telecommunications equipment (at no cost for those who qualify) to individuals who have difficulty using the telephone due to a hearing, vision, speech, or physical disability.

DOC-TAM wishes to underscore that this federal rule mandates that telephone carriers provide this service at no public cost and that all telephone directories provide free Minnesota Relay listings and use instructions. As a public service to customers, local telephone companies typically place the Minnesota Relay information after the 9-1-1 and other emergency service listings in their directories, but before the alphabetized listings.

Updated examples of Minnesota Relay directory page information and a bill stuffer are available on our website at: www.commerce.state.mn.us (click on the Minnesota Relay tab and go to *Service Providers*).

As demonstration of your company's compliance, please complete the **attached form** and mail or fax it to DOC-TAM, along with a copy of your telephone company's directory page that pertains to Minnesota Relay, and a copy of your Minnesota Relay bill stuffer or newsletter article.

If your telephone company *is not currently operating in Minnesota* (i.e. does not have any customers in Minnesota), you must still submit the attached form.

Please feel free to contact me if I can be of assistance regarding Minnesota Relay, or in answering any questions you may have regarding this correspondence. I can be reached at 651-297-8941 or 1-800-657-3599.

I wish to thank all of the telephone companies for their past and future cooperation.

Sincerely,

Rochelle Renee Garrow, TAM Administrator
Minnesota Department of Commerce
85 Seventh Place East, Suite 600
St. Paul, MN 55101-3165
Phone: 651-297-8941 / Fax: 651-297-7891
rochelle.garrow@state.mn.us

Telecommunications Relay Services - Public Access to Information Compliance Form

As a demonstration of your company's compliance with FCC 47 C.F.R. § 64.604(c)(3) regarding public access to information, please complete this form and mail or fax it to DOC-TAM, along with a copy of your telephone company's directory page that pertains to Minnesota Relay, and a copy of your Minnesota Relay bill stuffer or newsletter article.

NOTE: Do not submit copies of materials until you have published **current and correct** Minnesota Relay information. Companies submitting copies of incorrect information will be notified of such, and **will not be considered compliant** until correct information is distributed to their Minnesota customers.

Name of Telephone Company: _____

Minnesota Registered DBA Name(s): _____

Address: _____

City, State, Zip: _____

Contact Name: _____

Contact Title: _____

Contact Phone Number: _____

Contact E-mail Address: _____

Please check all boxes below that apply. If you indicate that you have published Minnesota Relay information in your telephone directory, bill insert or newsletter, you must indicate **the date published and attach a copy of the published information**.

☐ The above named telephone company is not currently operating in Minnesota (i.e. does not have any customers in Minnesota).

☐ Minnesota Relay information was published in our telephone directory.
Date last published: _____

☐ We do not publish/produce a telephone directory in Minnesota.

☐ Minnesota Relay information was published in a bill insert or newsletter.
Date last published: _____

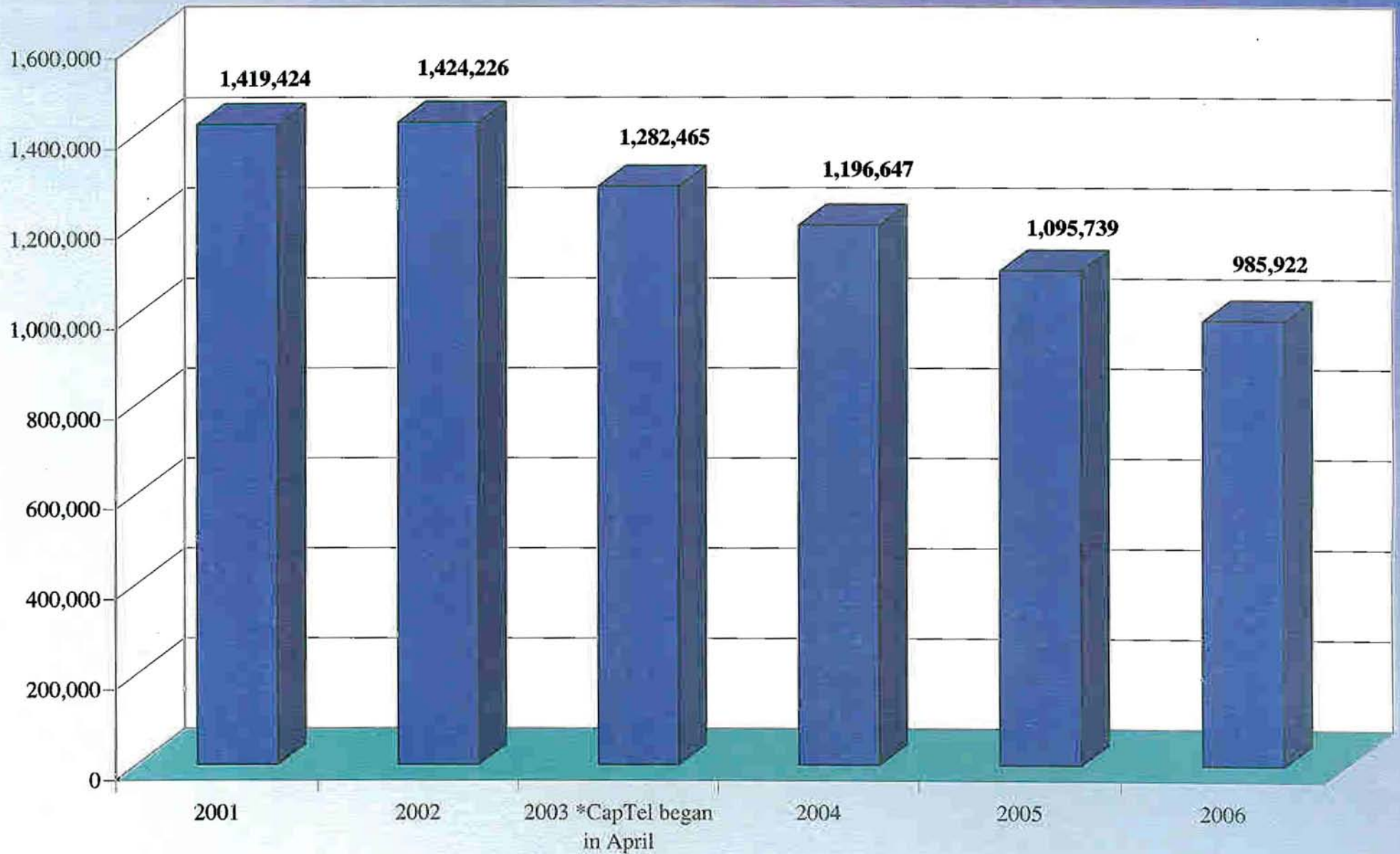
Please fax or mail this form and any attachments to:

Minnesota Department of Commerce
Attn: Rochelle Garrow, TAM Administrator
85 Seventh Place East, Suite 600
St. Paul, MN 55101-3165

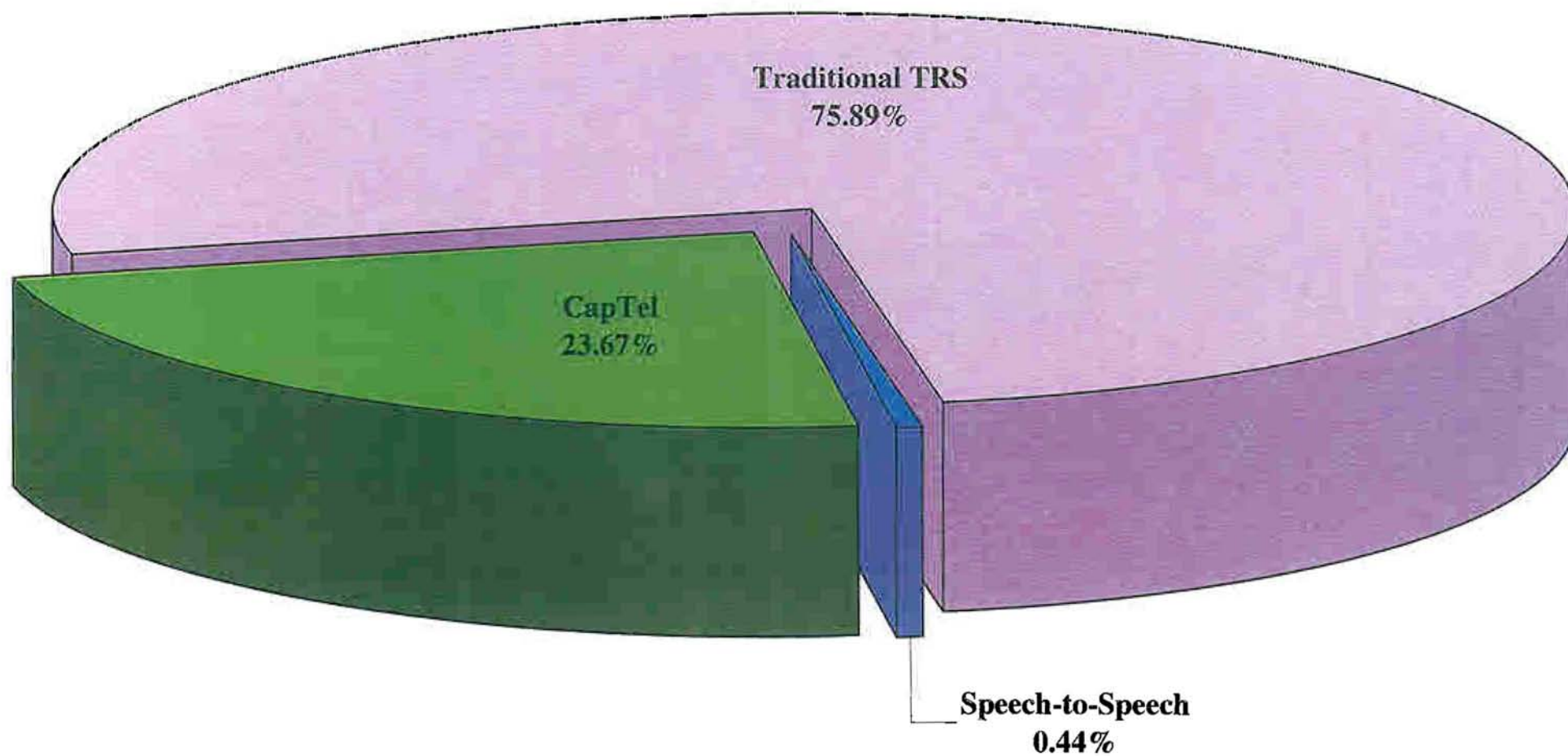
Fax: 651-297-7891

APPENDIX C

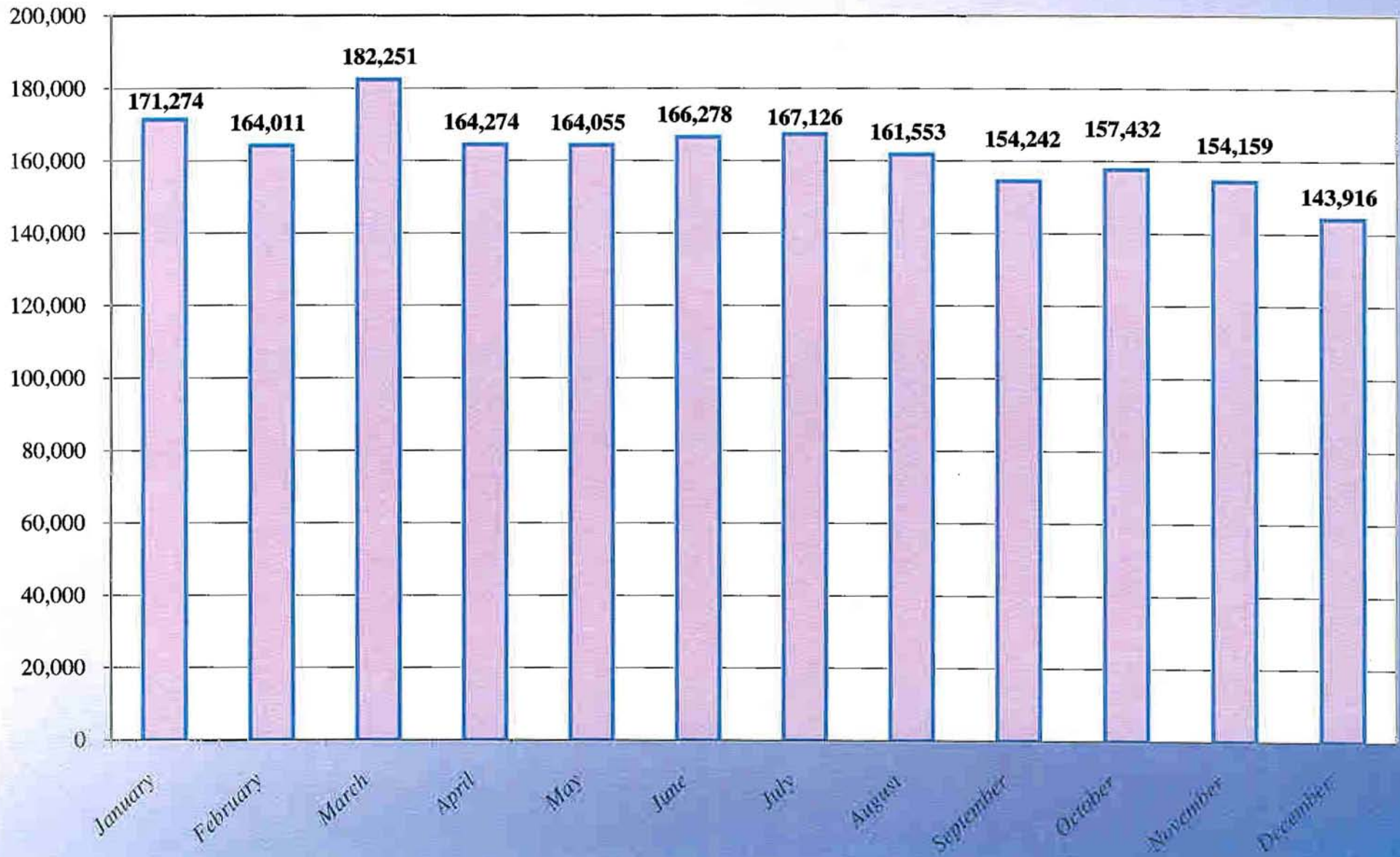
2001 - 2006 Minnesota Relay Total Call Volume (Traditional TRS, STS & CapTel)



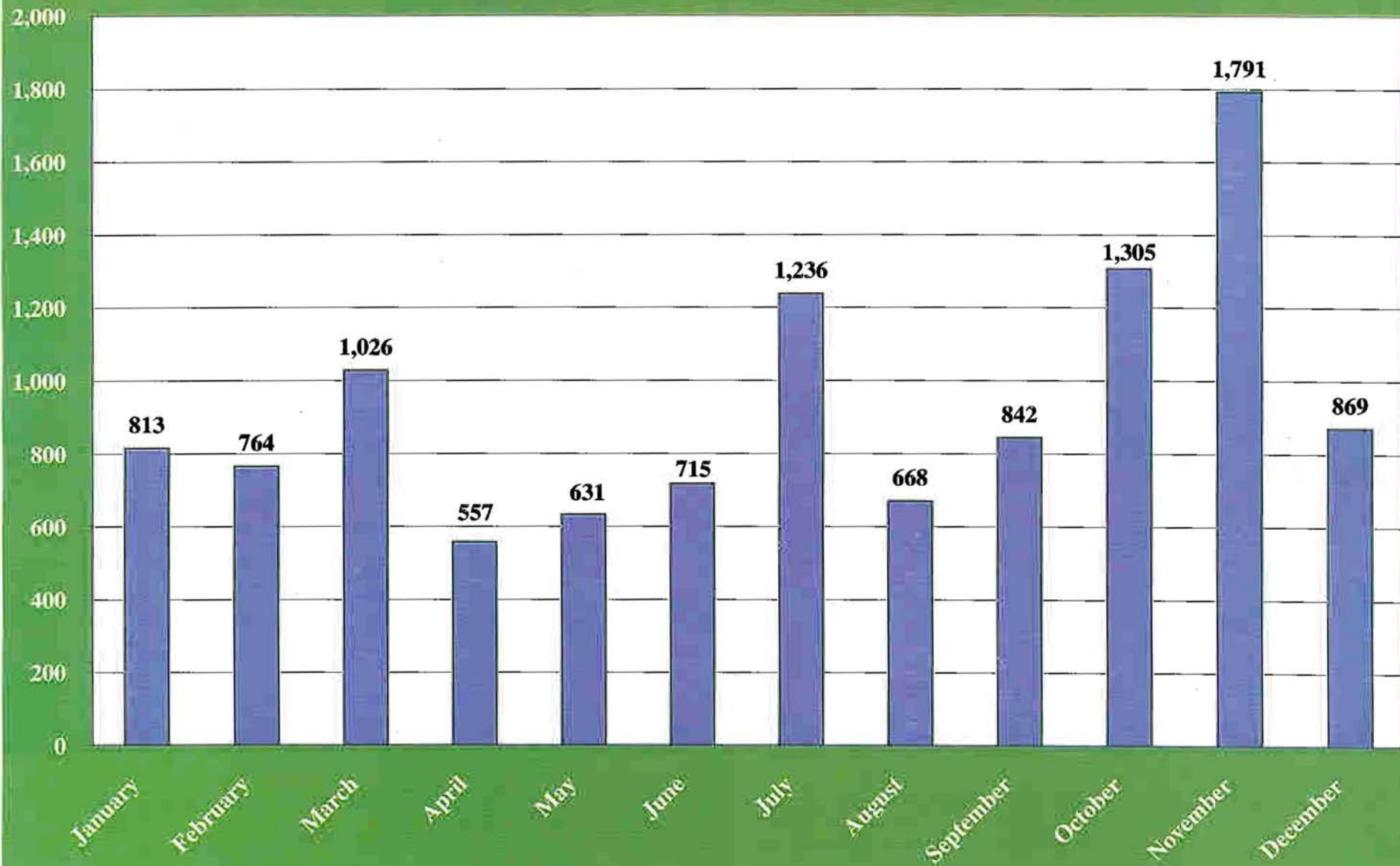
Minnesota Relay 2006 Conversation Minutes by Type



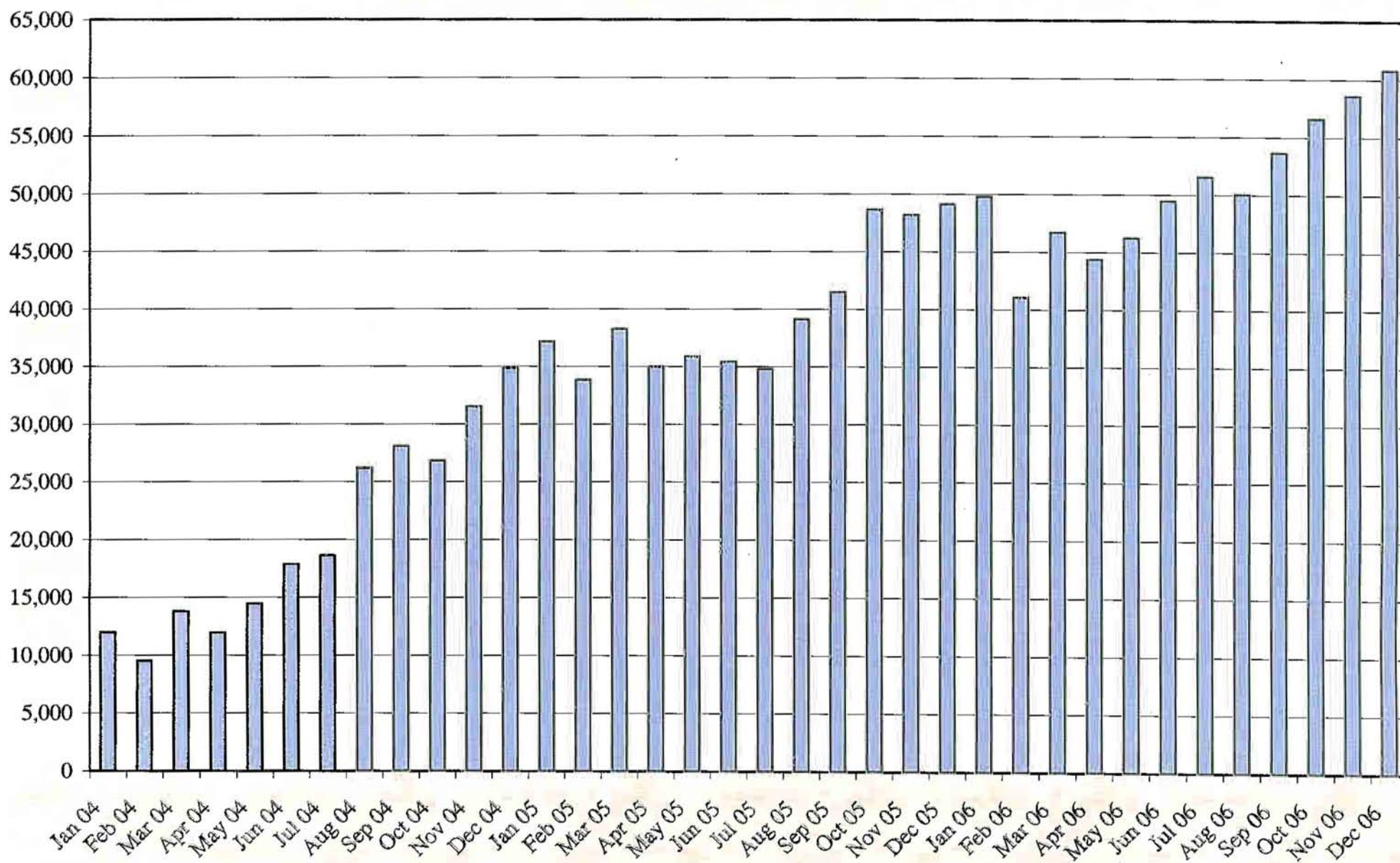
Minnesota Relay Traditional TRS Conversation Minutes 2006



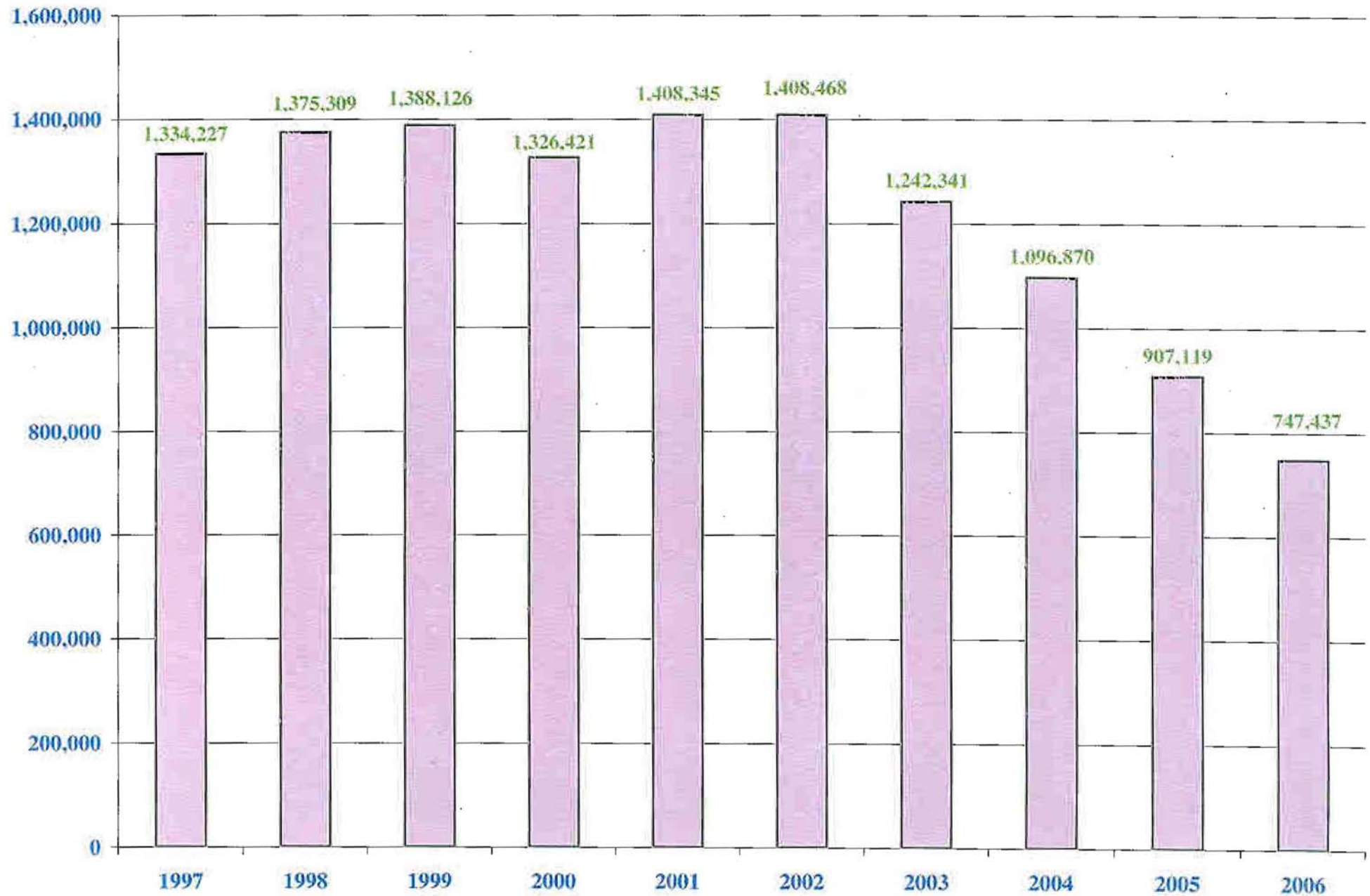
Minnesota Relay Speech-to-Speech Conversation Minutes 2006



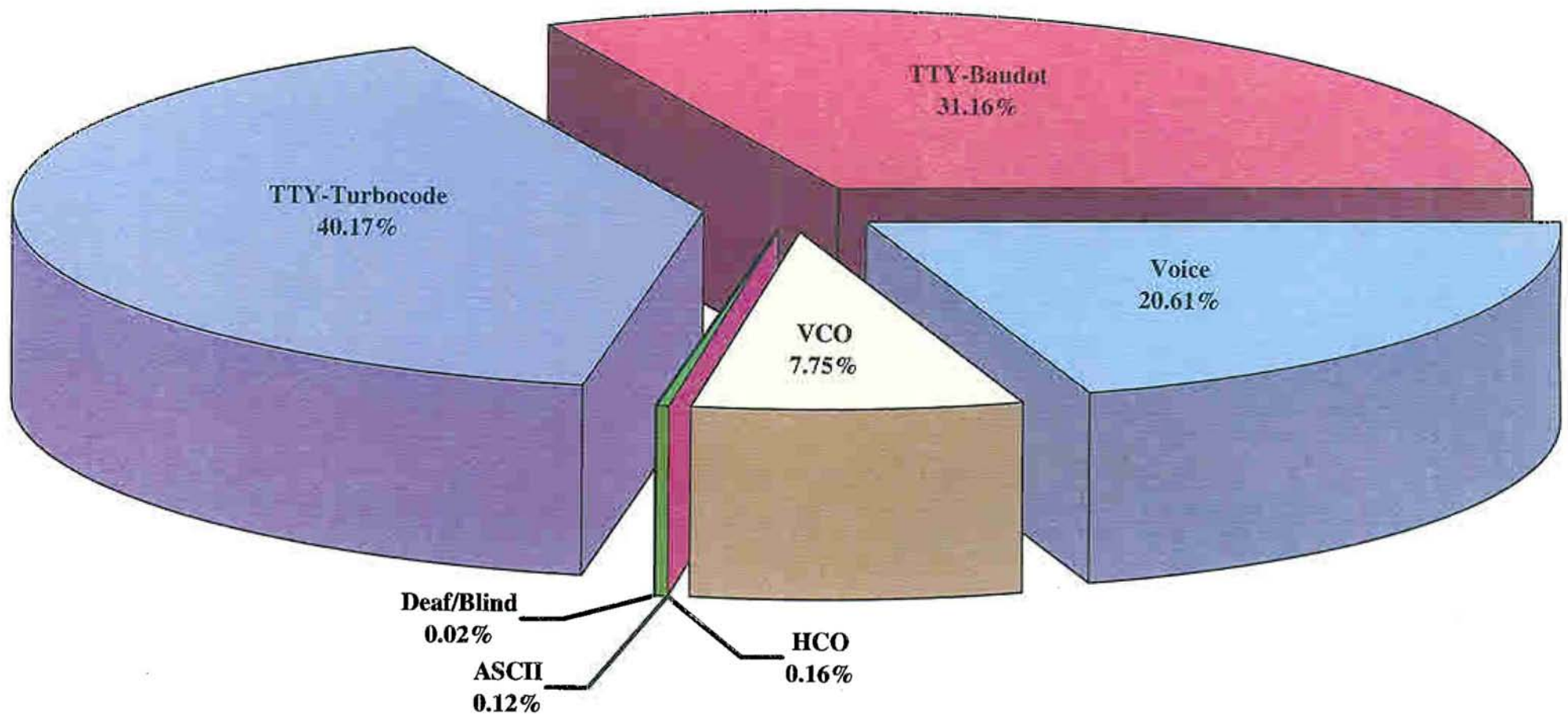
Minnesota Relay CapTel Conversation Minutes 2004 - 2006



Minnesota Relay Yearly Traditional TRS Call Volume

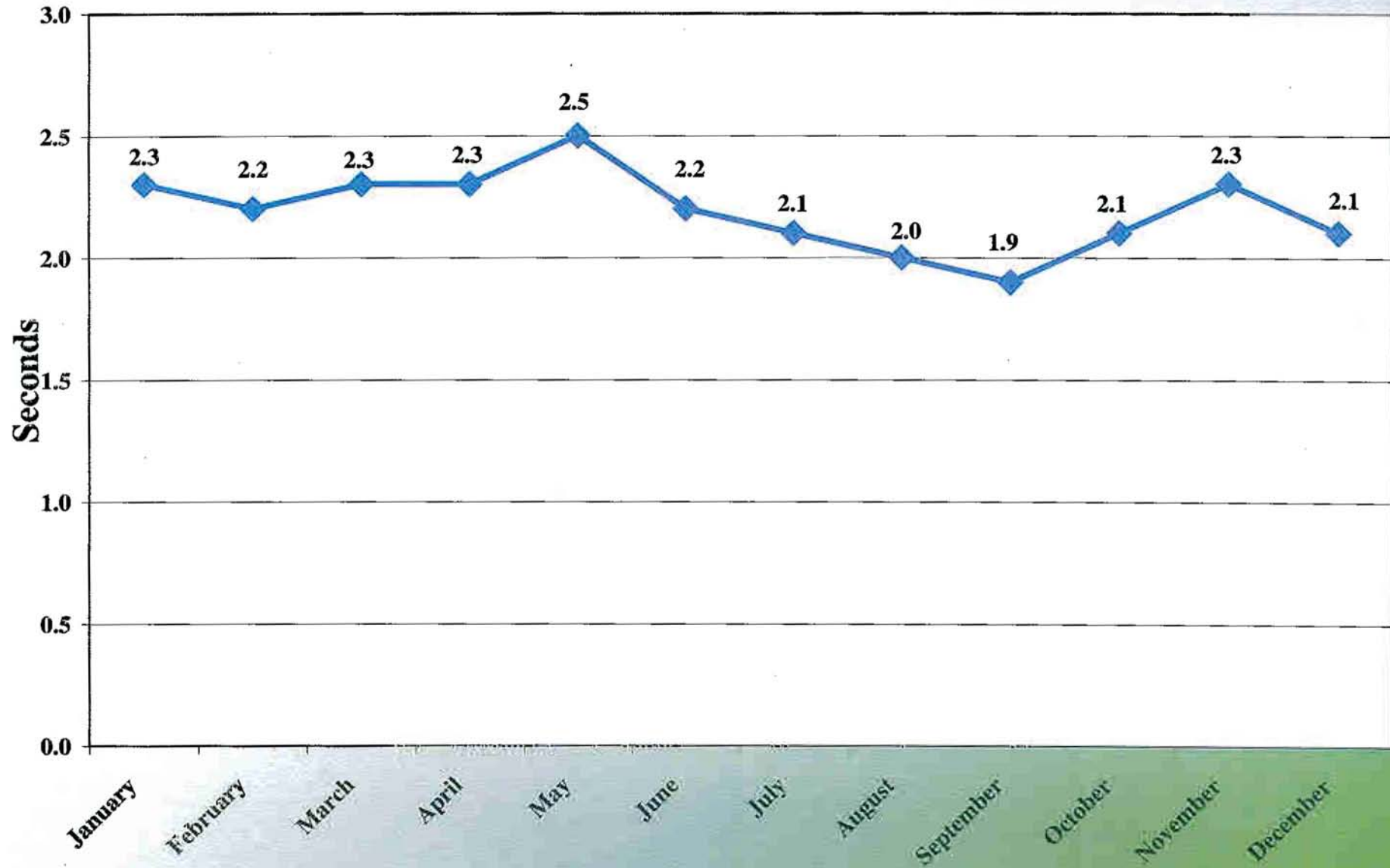


Minnesota Relay Calls by Calling Device

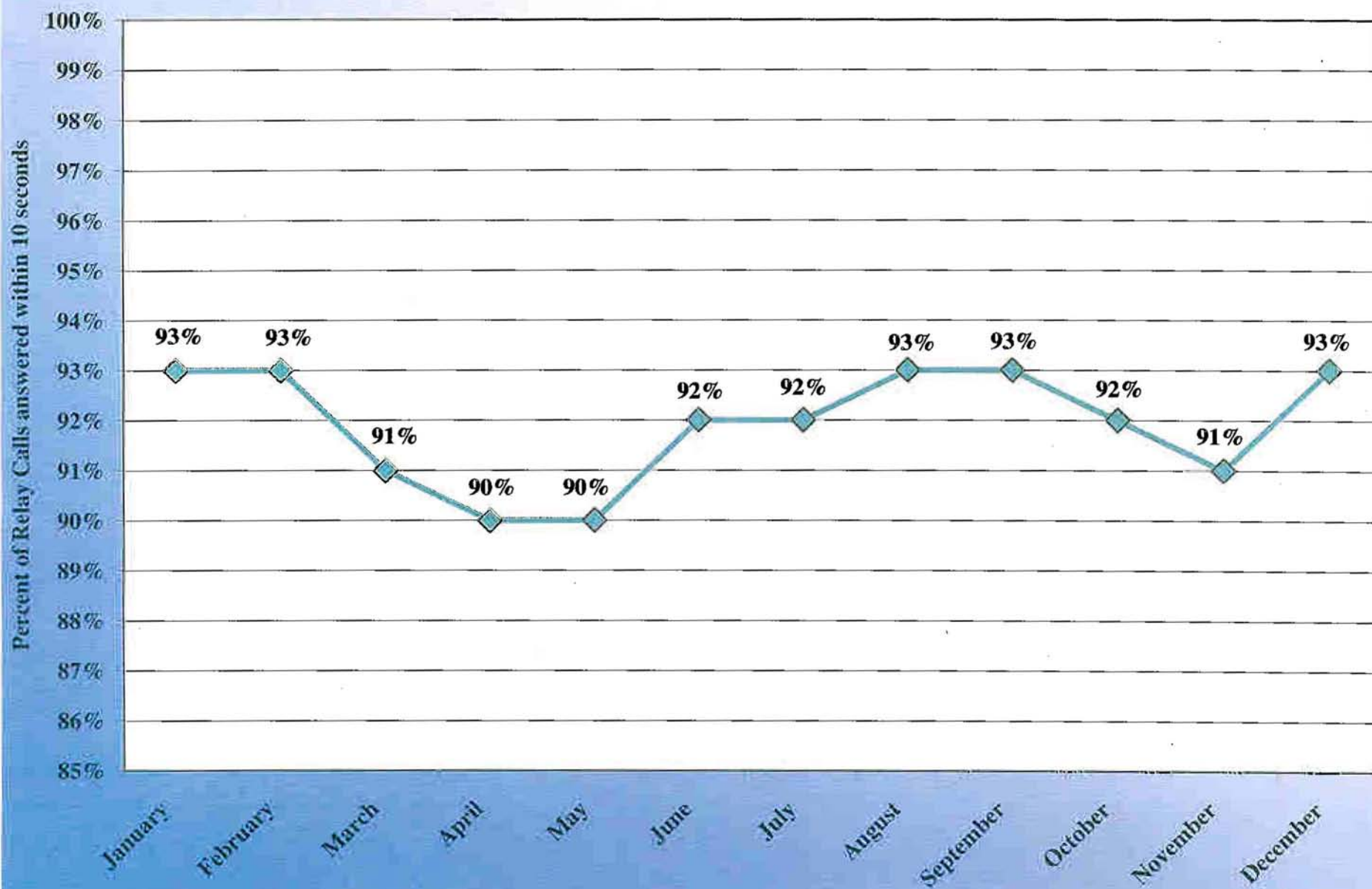


APPENDIX D

Minnesota Relay Weighted Speed of Answer (ASA) 2006



Minnesota Relay Service Level (SVL)



APPENDIX E

Consumer Relations Office Monthly Outreach Summary

January 2006

Month/Date	Location	City	Number of Participant	TRS	CapTel	STS	General
January 03	In Home Demonstration	Burnsville	2		X		
January 03	Regent at Burnsville	Burnsville	3		X		
January 05	Health Partners Como Audiology	St. Paul	20		X		
January 06	Minnesota State Academy For The Deaf	Faribault	115				X
January 07	SHHH/Aloha - China House	Oakdale	38		X		
January 10	In Home Demonstration	Minnetonka	2		X		
January 10	In Home Demonstration	Minnetonka	2		X		
January 10	Minnesota Telephone Alliance	St. Paul	3		X		
January 11	In Home Demonstration	Minneapolis	2		X		
January 11	Village at Walker	Minneapolis	2		X		
January 12	In Home Demonstration	Minneapolis	2		X		
January 14	St. Cloud Deaf Club	Waite Park	75				X
January 17	In Home Demonstration	Bloomington	2		X		
January 18	Mermaid Center Restaurant	Mounds View	6	X	X		
January 19	In Home Demonstration	Roseville	2		X		
January 19	Rosepointe	Roseville	2		X		
January 19	Minnesota Deaf Senior Citizen	St. Paul	165	X	X		
January 20	Faribault Deaf Club	Faribault	78	X	X		
January 21	Courage Center	Golden Valley	55		X		
January 21	Mass Meeting- Thompson Hall	St. Paul	285				X
January 24	Isanti County Senior Center	Cambridge	4		X		
January 24	Mill Ridge Commons	Cambridge	3		X		
January 24	River Hills	Cambridge	6		X		
January 24	Riverwood Village	Cambridge	2		X		
January 24	Ashland Place	Cambridge	3		X		
January 24	Bridge Park	Cambridge	1		X		
January 25	3M Elder Resource Fair	Maplewood	600				X
January 27	In Home Demonstration	Bloomington	3		X		
January 27	Hamline University	St. Paul	8	X	X		
January 30	Apple Valley Villa	Apple Valley	22		X		
January 31	In Home Demonstration	Cedar	4		X		
January 31	Calhoun Apartments	Cambridge	1		X		
January 31	East Central Audiology	Cambridge	6		X		
January 31	Cambridge Medical Center Audiology	Cambridge	3		X		
Total Presentations:	34						
Total Participants:	1,527						

Consumer Relations Office Monthly Outreach Summary February 2006

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
February 01	Family Health Care Clinic	Moorhead	2				X
February 01	Merit Care	Moorhead	1				X
February 02	Public Library Moorhead	Moorhead	1				X
February 02	Majestic Greens	Ham Lake	4		X		
February 02	Willows of Ham Lake	Ham Lake	3		X		
February 03	Braham High School	Braham	32				X
February 07	Anoka Ramsey Community College	Anoka	27				X
February 07	U of MN	Falcon Heights	27				X
February 07	In Home Demonstration	Mahtomedi	2		X		
February 07	St. Andrew's Village	Mahtomedi	3		X		
February 07	Briarcliff Manor	Mahtomedi	2		X		
February 07	Washington County Library, Wildwood	Mahtomedi	6		X		
February 08	U of MN (4 presentations)	Falcon Heights	120				X
February 08	In Home Demonstration	Brooklyn Park	3		X		
February 10	Madonna Towers of Rochester	Rochester	4		X		
February 10	Samaritan Bethany Home on 8th	Rochester	4		X		
February 10	Elder Network	Rochester	2		X		
February 10	Eldercare Senior Center	Rochester	2		X		
February 10	Comfort Home Healthcare	Rochester	5		X		
February 10	Maples Senior Apartments	Rochester	3		X		
February 10	Gramercy Park Cooperative	Rochester	2		X		
February 10	Charter House	Rochester	2		X		
February 13	U of MN	Falcon Heights	29				X
February 14	U of MN (3 presentations)	Falcon Heights	80				X
February 14	In Home Demonstration	Cambridge	2		X		
February 15	Mayo Civic Center	Rochester	183				X
February 16	Mayo Civic Center	Rochester	183				
February 16	In Home Demonstration	Edina	3			X	
February 17	Mayo Civic Center	Rochester	184				
February 21	St. Paul College	St. Paul	15				X
February 21	Burnsville Senior Center	Burnsville	25		X		
February 22	St. Louis Park High School	St. Louis Park	24				X
February 23	Cambridge Self Help for Hard of Hearing Group	Cambridge	18		X		
February 25	Lifetrack Resources	St. Paul	8				X
February 28	Hyatt Regency	Minneapolis	250				X
February 28	Minnesota Telecom Alliance Convention	St. Paul	250		X		
Total Presentations:	41						
Total Participants:	1,511						

Consumer Relations Office Monthly Outreach Summary March 2006

Month/Date	Location	City	Number of Participants	TRS	Cap-Fel	STS	General
March 01	Doublewood Inn	Moorhead	11				X
March 01	MN Telecom Alliance Conference	St. Paul	150		X		
March 07	Cloverleaf Courts	Blaine	4		X		
March 07	North Gables	Blaine	1		X		
March 07	Northgate Woods	Blaine	2		X		
March 08	Minnehaha Lanes	St. Paul	28				X
March 10	Barnes & Noble	Burnsville	15		X		
March 10	Highland Park High School	St. Paul	58				X
March 11	Self Help For Hard of Hearing	Rosemount	15		X		
March 14	In Home Demonstration	Coon Rapids	3		X		
March 16	Wells Fargo Center	Minneapolis	1				X
March 16	Anoka County Library, Johnsville Branch	Blaine	4		X		
March 16	Comforts of Home	Blaine	3		X		
March 16	Anoka County Library, Northtown Branch	Blaine	3		X		
March 17	Quinn Hall	Faribault	35				X
March 21	Grey Oaks	Andover	3		X		
March 21	Farmstead at Andover	Andover	3		X		
March 21	Savannah Oaks	Ramsey	4		X		
March 21	Anoka County Library, Rum River Branch	Anoka	4		X		
March 23	ShowPlace 16	Inver Grove Heights	8				X
March 23	Oak Hills Manor	Circle Pines	1		X		
March 23	Pine Manor Estates	Circle Pines	2		X		
March 23	Anoka County Library, Centennial Branch	Circle Pines	3		X		
March 24	Cottages at Willow Pond	Lino Lakes	4		X		
March 24	Scandia Shores	Shoreview	7		X		
March 24	Summerhouse	Shoreview	1		X		
March 24	Ramsey County Library, Shoreview Branch	Shoreview	4		X		
March 24	The Shores	Shoreview	1		X		
March 29	Veteran's Hospital Disability Awareness Fair	Minneapolis	125		X	X	
Total Presentations:			29				
Total Participants:			503				

Consumer Relations Office Monthly Outreach Summary

April 2006

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
April 03	Mid-America Events and Expos Mystic Lake Senior Spring Show	Burnsville	850		X		
April 03	Minneapolis Convention Center	Minneapolis	225				X
April 04	Minneapolis Convention Center	Minneapolis	225				X
April 04	Mystic Lake Senior Spring Show	Burnsville	800		X		
April 04	Champps Americana	St. Paul	11	X			
April 05	St. Cloud Rehabilitation Services	St. Cloud	33	X			
April 06	DHHS EW Central	St. Cloud	4	X			
April 06	DHHS Northeast	Duluth	12				X
April 08	Colleen/ Mark Kaldun	Rosemount	22		X		
April 10	Qwest Advisory Committee	Minneapolis	13	X			
April 11	Long Lake Senior Center	Long Lake	2		X		
April 11	Long Lake Assisted Living	Long Lake	3		X		
April 11	Hillside Terrace	Long Lake	1		X		
April 11	In Home Demonstration	Long Lake	2		X		
April 12	Crystal VFW Post 494	Crystal	24		X		
April 13	Boardwalk Residence	Wayzata	2		X		
April 13	Hillcrest of Wayzata	Wayzata	4		X		
April 13	Meridian Manor	Wayzata	3		X		
April 14	In Home Demonstration	St. Paul	2		X		
April 15	Courage Center	Golden Valley	45		X		
April 15	Twin City Deaf Professional	Minneapolis	25	X			
April 17	All Saint Catholic Church	Lakeville	32				X
April 20	Blaine Courts	Blaine	18		X		
April 22	Northgate Plaza	Virginia	35				X
April 25	Phyllis Holmstrom	Blaine	2		X		
April 26	Anoka Ramsey Community College	Coon Rapids	55				X
April 27	Craguns Resorts	Brainerd	120				X
April 27	Summit Pointe	Edina	1		X		
April 27	Edina Library	Edina	6		X		
April 27	Vernon Terrace	Edina	4		X		
April 28	Edina Park Plaza	Edina	3		X		
April 28	Yorktown Continental	Edina	3		X		
April 28	Walker Elder Suites	Edina	5		X		
April 28	Heritage of Edina	Edina	3		X		
April 28	Southdale Library	Edina	11		X		
April 28	South Haven	Edina	3		X		
April 28	Ruttger's Bay Lodge	Deerwood	117				X
April 29	Ruttger's Bay Lodge	Deerwood	118				X
April 29	DeafBlind Technology Expo	St. Paul	11	X			
April 30	St. Paul Old Country	West St. Paul	15	X			
April 30	Fuddrucker's	Bloomington	8	X			
Total Presentations:	41						
Total Participants:	2,878						

Consumer Relations Office Monthly Outreach Summary

May 2006

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
May 01	Child & Adolescent Mental Health Conference	Duluth	550				X
May 02	Child & Adolescent Mental Health Conference	Duluth	550				X
May 02	In Home Demonstration	Minneapolis	2		X		
May 04	AAA Homecare Services	Edina	2		X		
May 04	Sunrise Senior Living	Edina	3		X		
May 04	Dream Care Corporation	Edina	2		X		
May 04	Agewell Home Care	Edina	4		X		
May 05	In Home Demonstration	Shoreview	7	X			
May 06	Riverview Theater	Minneapolis	45	X			
May 06	Bread of Life Lutheran Church	Minneapolis	35	X			
May 09	Osseo High School	Osseo	22				X
May 09	Century College	White Bear Lake	7				X
May 09	Fairview Home Care and Hospice	Edina	4		X		
May 09	Home Instead Senior Care	Edina	3		X		
May 09	Ometta Health Care Services	Edina	1		X		
May 09	REM Health Care, Inc.	Edina	3		X		
May 10	Central Medical Building	St. Paul	12		X		
May 11	Elder Resource Fair	Mountain Iron	400		X		
May 16	North Star Academy	St. Paul	16		X		
May 16	Century College	White Bear Lake	14				X
May 16	Brightondale Senior Residence	New Brighton	3		X		
May 16	Goodness and Mercy Health Services	New Brighton	1		X		
May 16	Meadowood Shores Senior Residence	New Brighton	3		X		
May 16	Senior Suites of New Brighton	New Brighton	5		X		
May 16	Trevilla of New Brighton	New Brighton	3		X		
May 18	Thompson Hall	St. Paul	55	X			
May 18	Lifetrack Resources	St. Paul	8				X
May 18	Arden Hills Library	Arden Hills	6		X		
May 18	In Home Demonstration	Arden Hills	2		X		
May 18	Lakeview Residence	Arden Hills	3		X		
May 19	Jack's House	Brainerd	24				X
May 20	North Star Academy	St. Paul	16	X			
May 23	Covenant Home Health Services	Coon Rapids	1		X		
May 23	Continual Feast Companion Care	Coon Rapids	2		X		
May 25	In Home Demonstration	Blaine	1		X		
May 30	District 287 - Teacher's Retirement Party	Plymouth	35	X			
May 30	Silver Lake Pointe	Moundsview	1		X		
May 30	Ramsey County Library, Moundsview	Moundsview	6		X		
May 30	Reallife Cooperative	Moundsview	3		X		
May 30	MN Institute of Public Health	Moundsview	4		X		
May 31	In Home Demonstration	Blaine	1		X		
Total Presentations:	41						
Total Participants:	1,865						

Consumer Relations Office Monthly Outreach Summary **June 2006**

Month/Date	Location	City	Number of Participants	TRS	CapTel	STS	General
June 02	Chamber of Commerce	St. Paul	2		X		
June 03	Hidden Falls Pavilion	St. Paul	23	X			
June 06	Anoka Ramsey Community College	Coon Rapids	27				X
June 06	Minnesota North Star Academy	St. Paul	33	X			
June 10	Jeff Blodgett's Place	Woodbury	18		X		
June 11	Thompson Hall	St. Paul	22	X			
June 14	Pleasant Hill Public Library	Hasting	2		X		
June 16	Qwest Advisory Committee Meeting	Minneapolis	9		X		
June 16	Hearing Loss Association of America	Brooklyn Center	4		X		
June 19	Minnesota State Academy for the Deaf	Faribault	12	X			
June 20	Minneapolis Community Technical College	Minneapolis	24				X
June 24	Riverside Park	St. Cloud	45	X			
June 28	West Central Initiative	Fergus Falls	11				X
Total Presentations:	13						
Total Participants:	232						

Consumer Relations Office Monthly Outreach Summary **July 2006**

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	Capital	STS	General FRS
July 07	In Home Demonstration		Minneapolis	2		X		
July 07	Drop In	Kenwood Retirement Community	Minneapolis	3		X		
July 07	Drop In	Anjolen's Shoe Repair	St. Paul	1	X			
July 09	Presentation	Al Baker's Place	Eagan	15		X		
July 11	Drop In	Whittier Place	Minneapolis	3		X		
July 11	Drop In	Augustana Senior Development	Minneapolis	2		X		
July 11	Drop In	Ebenezer Tower	Minneapolis	3		X		
July 13	Drop In	Booth Manor	Minneapolis	3		X		
July 13	Drop In	Loring 100	Minneapolis	2		X		
July 13	Drop In	Maryland Apartments	Minneapolis	3		X		
July 14	Meeting	Qwest Advisory Committee	Minneapolis	8		X		
July 17	Drop In	Dakota County Sherriff	Hasting	1		X		
July 17	Drop In	Dakota County Court Facility	Hasting	2		X		
July 17	Drop In	Dakota County Admin.	Hasting	2		X		
July 18	Drop In	Nicollet Towers	Minneapolis	7		X		
July 18	Drop In	Phillips Towers	Minneapolis	2		X		
July 18	Presentation	Signe Burkhardt Manor	Minneapolis	3		X		
July 20	Presentation	Locke County Park	Fridley	32				X
July 20	In Home Demonstration		Minneapolis	2		X		
July 22	Presentation	Lake Florence Park	Stewartville	28				X
July 25	Drop In	Owatonna Senior Place	Owatonna	5		X		
July 25	Drop In	Real Life Cooperative	Owatonna	6		X		
July 25	Drop In	Alterra Sterling House	Owatonna	5		X		
July 25	Drop In	Owatonna Clinic Southview	Owatonna	4		X		
July 25	Drop In	Hearing Center	Owatonna	1		X		
July 25	Drop In	The Brooks on St. Paul	Owatonna	5		X		
July 25	Drop In	Infinia of Owatonna	Owatonna	3		X		
July 25	Drop In	Steele County Public Health Dept	Owatonna	10		X		
July 25	Presentation	Owatonna Public Library	Owatonna	13		X		
July 26	Presentation	The Arbors	White Bear Lake	20		X		
July 28	Presentation	Hamline University	St. Paul	18		X		
July 31	In Home Demonstration		Coon Rapids	2		X		
Total Presentations:		32						
Total Participants:		216						

**Consumer Relations Office Monthly Outreach Summary
August 2006**

Month/Date	Type of Outreach	Location Name	City	Number of Participants	Business	Capitol	STS	General TRS
August 01	In Home Demonstration		St. Louis Park	2		X		
August 03	Drop In	Ely Bloomenson Community Hospital Home Health Care	Ely	5		X		
August 03	Drop In	Housing and Redevelopment Authority of Ely	Ely	3		X		
August 03	Drop In	Duluth Clinic Audiology	Ely	4		X		
August 03	Drop In	Ely Public Library	Ely	3		X		
August 03	Drop In	Ely Senior Center	Ely	3		X		
August 03	Drop In	Zenith Senior Apartments	Ely	3		X		
August 04	Drop In	Clayridge Senior Residence	Biwabik	7		X		
August 04	Drop In	Biwabik Senior Citizens Center	Biwabik	4		X		
August 08	Meeting	DHHS Advisory Committee Meeting	Duluth	14				X
August 08	In Home Demonstration		Brooklyn Center	2		X		
August 10	Drop In	Nursing Inc. and Homecare Services	Brooklyn Center	1		X		
August 14	Drop In	Bethel Manor Apartments	Alexandria	2		X		
August 14	Drop In	Douglas County Housing and Redevelopment Authority	Alexandria	11		X		
August 14	Drop In	Douglas County Public Health	Alexandria	4		X		
August 14	Drop In	Nelson Gables Senior Care Apartments	Alexandria	6		X		
August 14	Drop In	Douglas County Library	Alexandria	5		X		
August 14	Drop In	Audiology Associates/Hearing Care Ltd.	Alexandria	3		X		
August 14	Drop In	Knute Nelson Home Care	Alexandria	3		X		
August 14	Drop In	Vikingland Home Health, Inc.	Alexandria	3		X		
August 14	Drop In	Wales Hearing Center	Alexandria	3		X		
August 14	Drop In	Winona Shores Apartments	Alexandria	3		X		
August 15	Presentation	Crow Wing County Public Health	Brainerd	12		X		
August 15	In Office Demonstration		Brainerd	2		X		
August 15	Drop In	Brainerd Medical Center Audiology	Brainerd	5		X		
August 15	Drop In	Brainerd Public Library	Brainerd	5		X		
August 15	Drop In	Bethany Good Samaritan Village	Brainerd	4		X		
August 15	Drop In	St. Joseph's Home Care and Hospice	Brainerd	6		X		
August 17	In Home Demonstration		Shoreview	2		X		
August 22	In Home Demonstration		Minneapolis	2		X		
August 24	Exhibit	Minnesota State Fair	St. Paul	1420				X
August 25	Exhibit	Minnesota State Fair	St. Paul	1420				X
August 26	Exhibit	Minnesota State Fair	St. Paul	1420				X
August 27	Exhibit	Minnesota State Fair	St. Paul	1420				X
August 28	Exhibit	Minnesota State Fair	St. Paul	1420				X
August 29	Exhibit	Minnesota State Fair	St. Paul	1420				X
August 30	Exhibit	Minnesota State Fair	St. Paul	1420				X
August 31	Exhibit	Minnesota State Fair	St. Paul	1420				X
Total Presentations:		38						
Total Participants:		11,492						